Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
624885991209	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	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	Overall Customer Experience	How would you rate the overall customer experience	8.1	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	Evaluation Status	Add extra notes below as needed	9.1	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
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			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 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			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 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			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 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
625829261459			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 05:27:13 PM	29 May, 2025 05:38:21 PM	29 May, 2025 04:13:42 PM	0:03:11		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 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
624885293974	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			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 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			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 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			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 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
624885293974			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 05:49:43 PM	29 May, 2025 06:03:43 PM	14 May, 2025 06:02:24 PM	0:03:04		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		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
625828975521	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			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 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			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 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			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 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828975521			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 06:03:08 PM	29 May, 2025 06:08:44 PM	27 May, 2025 09:32:32 PM	0:02:42		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			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		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828582601			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 06:15:42 PM	29 May, 2025 06:18:42 PM	23 May, 2025 03:16:41 PM	0:03:17		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		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
625828626819	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			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 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			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 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			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 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828626819			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 06:18:59 PM	29 May, 2025 06:24:12 PM	23 May, 2025 05:46:19 PM	0:05:56		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625828580571	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			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 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			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 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			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 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625828580571			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				29 May, 2025 06:28:21 PM	29 May, 2025 06:32:19 PM	23 May, 2025 03:09:24 PM	0:03:24		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			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 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			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 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			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 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829133608			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 06:41:12 PM	29 May, 2025 06:57:53 PM	28 May, 2025 07:29:35 PM	0:04:26		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		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
625829078299	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			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 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			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 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			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 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
625829078299			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 07:11:09 PM	29 May, 2025 07:15:35 PM	28 May, 2025 04:39:01 PM	0:04:13		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			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 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			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 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			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 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
624885956890			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 07:24:31 PM	29 May, 2025 07:30:10 PM	19 May, 2025 10:20:47 PM	0:05:29		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 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
625828590020	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			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		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625828590020			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 07:13:31 PM	29 May, 2025 07:32:59 PM	23 May, 2025 03:39:42 PM	0:02:34		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 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
625829314050	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			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 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			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 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			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 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829314050			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 07:37:59 PM	29 May, 2025 07:43:17 PM	29 May, 2025 06:40:39 PM	0:03:21		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			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 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			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 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			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 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
625829148943			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 07:37:45 PM	29 May, 2025 07:44:29 PM	28 May, 2025 08:16:40 PM	0:02:47		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
624886077243	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			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 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			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 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			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 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
624886077243			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 07:55:22 PM	29 May, 2025 08:01:27 PM	20 May, 2025 05:38:16 PM	0:03:22		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		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
625829106678	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			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 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			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 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			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 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829106678			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 08:06:36 PM	29 May, 2025 08:14:47 PM	28 May, 2025 06:05:50 PM	0:03:34		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			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 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			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 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			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 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625829324232			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 08:20:30 PM	29 May, 2025 08:31:10 PM	29 May, 2025 07:30:19 PM	0:05:10		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 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
625828971205	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			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 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			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 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			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 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		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	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828971205			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 May, 2025 03:31:20 AM	29 May, 2025 09:07:48 PM	27 May, 2025 09:17:04 PM	0:02:11		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			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 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828732012			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 May, 2025 12:01:15 PM	29 May, 2025 09:20:37 PM	25 May, 2025 11:43:21 AM	0:03:25		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 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
625828915266	[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]	28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
625828915266			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 May, 2025 03:31:27 PM	29 May, 2025 10:06:53 PM	27 May, 2025 06:37:29 PM	0:02:52		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		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	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		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	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		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	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
623895152271			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 May, 2025 09:00:42 AM	30 May, 2025 02:21:44 AM	06 May, 2025 06:26:11 PM	0:07:51		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829356787	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			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 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
625829356787			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 02:30:32 AM	30 May, 2025 02:39:09 AM	29 May, 2025 09:17:34 PM	0:03:17		Internal
624885748869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 May, 2025 04:30:48 PM	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 May, 2025 04:30:48 PM	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			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	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 May, 2025 04:30:48 PM	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 May, 2025 04:30:48 PM	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 May, 2025 04:30:48 PM	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 May, 2025 04:30:48 PM	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 May, 2025 04:30:48 PM	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 May, 2025 04:30:48 PM	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 May, 2025 04:30:48 PM	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 May, 2025 04:30:48 PM	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			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	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			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	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 May, 2025 04:30:48 PM	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 May, 2025 04:30:48 PM	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 May, 2025 04:30:48 PM	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			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	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			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	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 May, 2025 04:30:48 PM	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			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	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			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	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 May, 2025 04:30:48 PM	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			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	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			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	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			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	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
624885748869			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	30 May, 2025 02:46:09 AM	18 May, 2025 02:15:56 PM	0:03:57		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 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
625829347462	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			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 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829347462			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 02:45:44 AM	30 May, 2025 02:51:11 AM	29 May, 2025 08:40:38 PM	0:03:00		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 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
625829318528	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			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 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829318528			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 03:17:00 AM	30 May, 2025 03:22:02 AM	29 May, 2025 07:11:55 PM	0:04:05		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			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 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
625829137198			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 03:36:57 AM	30 May, 2025 03:49:07 AM	28 May, 2025 07:36:45 PM	0:05:09		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
624884870942	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			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 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
624884870942			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 03:56:56 AM	30 May, 2025 04:02:38 AM	12 May, 2025 03:22:16 PM	0:02:02		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			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 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829088786			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 10:43:46 AM	30 May, 2025 10:50:17 AM	28 May, 2025 05:14:22 PM	0:04:15		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829341378	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625829341378			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 11:31:00 AM	30 May, 2025 11:40:27 AM	29 May, 2025 08:21:29 PM	0:04:13		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 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
625828981663	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			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 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
625828981663			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 11:20:01 AM	30 May, 2025 11:48:47 AM	27 May, 2025 09:53:46 PM	0:02:28		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			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 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885347658			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 11:49:42 AM	30 May, 2025 11:56:36 AM	14 May, 2025 08:52:11 PM	0:03:59		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	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
624885742322	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			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		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624885742322			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 May, 2025 08:30:48 AM	30 May, 2025 12:21:26 PM	18 May, 2025 05:41:38 AM	0:02:47		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			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 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
624884617184			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 12:08:07 PM	30 May, 2025 12:21:42 PM	09 May, 2025 02:23:05 PM	0:03:34		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 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
625829347776	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			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 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829347776			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 12:15:55 PM	30 May, 2025 12:23:43 PM	29 May, 2025 08:48:12 PM	0:03:21		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			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 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 PM	0:02:03		Internal
625829350995			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 12:27:15 PM	30 May, 2025 12:33:44 PM	29 May, 2025 08:52:12 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
625829321374	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			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 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625829321374			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 12:36:20 PM	30 May, 2025 12:47:01 PM	29 May, 2025 07:21:42 PM	0:04:30		Internal
625828815567			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 03:31:48 PM	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 03:31:48 PM	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			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	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 03:31:48 PM	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 03:31:48 PM	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 03:31:48 PM	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 03:31:48 PM	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 03:31:48 PM	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 03:31:48 PM	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 03:31:48 PM	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 03:31:48 PM	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			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	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			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	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			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	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 03:31:48 PM	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			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	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			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	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			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	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 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
625828815567	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	27 May, 2025 03:31:48 PM	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			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	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			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	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 03:31:48 PM	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			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	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			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	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			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	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
625828815567			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	30 May, 2025 12:53:10 PM	27 May, 2025 02:10:13 PM	0:03:46		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			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 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			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 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			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 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
623893810859			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Apr, 2025 01:33:16 PM	30 May, 2025 12:54:27 PM	28 Apr, 2025 12:37:51 PM	0:06:31		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 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
625829297452	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			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 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625829297452			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 12:53:11 PM	30 May, 2025 12:58:22 PM	29 May, 2025 06:11:36 PM	0:05:14		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
625828819074			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 11:31:29 PM	30 May, 2025 12:58:55 PM	27 May, 2025 01:55:48 PM	0:02:53		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 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
624885988497	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			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 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
624885988497			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 01:06:26 PM	30 May, 2025 01:13:29 PM	20 May, 2025 01:02:09 PM	0:03:38		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 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
625829240796	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			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 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 01:25:43 PM	30 May, 2025 01:34:44 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			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		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829387553			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 01:26:07 PM	30 May, 2025 01:48:46 PM	30 May, 2025 12:25:59 PM	0:05:20		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 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
625829330789	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			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		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829330789			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 01:50:58 PM	30 May, 2025 01:57:03 PM	29 May, 2025 07:53:58 PM	0:05:41		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			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 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829214583			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 01:52:19 PM	30 May, 2025 02:01:39 PM	29 May, 2025 01:17:53 PM	0:04:56		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 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
625829359923	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			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 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829359923			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 02:25:27 PM	30 May, 2025 02:38:27 PM	29 May, 2025 09:34:35 PM	0:02:40		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			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 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 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
625829357603	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
625829357603			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 02:44:12 PM	30 May, 2025 02:51:49 PM	29 May, 2025 09:20:57 PM	0:02:25		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			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 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
624886051450			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 03:05:13 PM	30 May, 2025 03:13:50 PM	20 May, 2025 04:17:57 PM	0:03:24		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 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
625828599608	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			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 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625828599608			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 03:24:10 PM	30 May, 2025 03:32:22 PM	23 May, 2025 04:14:48 PM	0:03:35		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 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
625829344749	[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]	30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829344749			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 03:35:11 PM	30 May, 2025 03:44:51 PM	29 May, 2025 08:20:42 PM	0:04:12		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			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 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
625829333997			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 03:37:01 PM	30 May, 2025 03:46:11 PM	29 May, 2025 07:59:12 PM	0:05:08		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		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
623895044992	[redacted]		CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			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 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
623895044992			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 03:57:45 PM	30 May, 2025 04:03:01 PM	06 May, 2025 12:22:59 PM	0:03:00		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			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 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
624886344095			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 04:28:07 PM	30 May, 2025 04:46:35 PM	22 May, 2025 11:59:53 AM	0:05:34		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 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
625828779242	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			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		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625828779242			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 11:31:12 AM	30 May, 2025 05:38:08 PM	27 May, 2025 10:50:29 AM	0:02:46		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		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
625829473868	[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]	30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829473868			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 05:57:49 PM	30 May, 2025 06:05:19 PM	30 May, 2025 04:50:16 PM	0:05:20		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			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 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829358520			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 02:01:10 AM	30 May, 2025 06:14:19 PM	29 May, 2025 09:27:12 PM	0:02:54		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829474281	[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]	30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			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 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
625829474281			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 06:24:46 PM	30 May, 2025 06:30:07 PM	30 May, 2025 05:13:52 PM	0:03:24		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			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 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
624886131215			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 06:32:28 PM	30 May, 2025 06:39:45 PM	20 May, 2025 08:36:09 PM	0:02:22		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		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
625829047144	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			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 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			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 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			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 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829047144			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 10:31:33 AM	30 May, 2025 06:49:55 PM	28 May, 2025 02:53:54 PM	0:07:03		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			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 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
625829485930			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 06:49:32 PM	30 May, 2025 06:54:24 PM	30 May, 2025 05:26:13 PM	0:04:17		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 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
624885884058	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			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 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885884058			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 07:00:33 PM	30 May, 2025 07:04:43 PM	19 May, 2025 05:45:20 PM	0:03:00		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 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
624885359236	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			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 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624885359236			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 07:08:45 PM	30 May, 2025 07:15:08 PM	14 May, 2025 09:50:33 PM	0:03:08		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			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 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624884817396			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 10:00:43 AM	30 May, 2025 07:27:45 PM	12 May, 2025 12:46:58 PM	0:06:14		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		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
624886214438	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			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 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
624886214438			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	30 May, 2025 07:25:20 PM	30 May, 2025 07:31:43 PM	21 May, 2025 03:11:21 PM	0:03:15		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			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 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		Internal
625828875320			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	30 May, 2025 07:46:50 PM	30 May, 2025 07:50:43 PM	27 May, 2025 04:28:40 PM	0:06:22		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
625829341943	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			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 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
625829341943			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 07:55:38 PM	30 May, 2025 08:01:15 PM	29 May, 2025 08:10:54 PM	0:08:32		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 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
624885242912	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			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 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
624885242912			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 08:06:18 PM	30 May, 2025 08:11:26 PM	14 May, 2025 03:03:31 PM	0:02:23		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			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 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
623894584033			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 08:12:56 PM	30 May, 2025 08:18:35 PM	02 May, 2025 01:48:36 PM	0:02:39		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		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
625829227340	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			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 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
625829227340			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 08:25:59 PM	30 May, 2025 08:30:10 PM	29 May, 2025 02:15:40 PM	0:04:04		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			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 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 PM	0:02:38		Internal
623895517410			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 08:36:50 PM	30 May, 2025 08:40:37 PM	08 May, 2025 06:50:41 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
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			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		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
625828805642			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 12:59:17 PM	30 May, 2025 08:43:09 PM	27 May, 2025 01:27:56 PM	0:07:40		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			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 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895474913	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
623895474913			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 08:47:57 PM	30 May, 2025 08:53:35 PM	08 May, 2025 04:16:20 PM	0:05:10		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			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 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			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 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			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 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
625829051656			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 May, 2025 03:31:30 PM	30 May, 2025 09:04:05 PM	28 May, 2025 03:05:01 PM	0:03:06		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			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 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			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 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669			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 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		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
624885347669		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669		CTE_Res_Outage		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	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
624885347669		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 11:00:34 AM	31 May, 2025 11:39:24 AM	14 May, 2025 08:51:24 PM	0:02:58		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_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	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_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	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		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		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_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	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
623894678728		CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 May, 2025 05:04:06 AM	31 May, 2025 12:14:51 PM	02 May, 2025 07:00:06 PM	0:06:33		Internal
624886199099		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		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
624886199099	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886199099			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 03:03:13 PM	31 May, 2025 03:17:50 PM	21 May, 2025 02:17:25 PM	0:05:27		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			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 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886394860			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 May, 2025 05:32:47 AM	31 May, 2025 04:57:49 PM	22 May, 2025 03:14:07 PM	0:02:55		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 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
624886175237	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886175237			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 04:36:06 PM	31 May, 2025 05:21:37 PM	21 May, 2025 12:59:12 PM	0:04:16		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			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 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			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 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			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 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 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
624886381151	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			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 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			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 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			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 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			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 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
624886381151			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 May, 2025 03:31:19 AM	31 May, 2025 05:41:00 PM	22 May, 2025 02:31:24 PM	0:04:38		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
625829073979			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 05:37:22 PM	31 May, 2025 05:41:31 PM	28 May, 2025 04:21:56 PM	0:03:20		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 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
624886154171	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			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 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			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 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			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 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
624886154171			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 May, 2025 01:01:13 AM	31 May, 2025 05:47:29 PM	20 May, 2025 11:24:56 PM	0:03:42		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829135663			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 May, 2025 07:31:28 PM	31 May, 2025 06:01:56 PM	28 May, 2025 07:21:56 PM	0:06:11		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		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
625829325294	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829325294			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	31 May, 2025 05:55:20 PM	31 May, 2025 06:03:56 PM	29 May, 2025 07:33:38 PM	0:04:21		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829184686	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625829184686			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 12:01:21 AM	31 May, 2025 06:30:16 PM	29 May, 2025 12:19:20 AM	0:02:39		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625828618516			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 06:17:57 PM	31 May, 2025 06:32:41 PM	23 May, 2025 05:20:34 PM	0:03:24		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 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
625829298543	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
625829298543			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 06:41:11 PM	31 May, 2025 06:54:11 PM	29 May, 2025 06:15:37 PM	0:03:55		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 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
624884707895	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
624884707895			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 07:08:26 PM	31 May, 2025 07:19:28 PM	09 May, 2025 07:33:32 PM	0:05:01		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
625829151256			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 07:34:31 PM	31 May, 2025 07:40:39 PM	28 May, 2025 08:08:21 PM	0:06:46		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 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
624885626259	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624885626259			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 07:47:05 PM	31 May, 2025 07:58:01 PM	16 May, 2025 05:03:27 PM	0:03:23		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 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
624886486353	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
624886486353			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 08:13:04 PM	31 May, 2025 08:19:00 PM	22 May, 2025 08:24:00 PM	0:02:57		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829525233			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 08:26:43 PM	31 May, 2025 08:32:44 PM	30 May, 2025 08:02:39 PM	0:06:54		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 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
625829544039	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829544039			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 08:38:58 PM	31 May, 2025 08:53:56 PM	30 May, 2025 09:12:56 PM	0:02:12		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829516630	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829516630			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 09:02:13 PM	31 May, 2025 09:11:11 PM	30 May, 2025 07:32:34 PM	0:05:42		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829548025			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 09:34:02 PM	31 May, 2025 09:37:43 PM	30 May, 2025 09:25:31 PM	0:02:58		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829490565	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			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		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625829490565			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 09:42:47 PM	31 May, 2025 09:47:55 PM	30 May, 2025 05:55:27 PM	0:03:51		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		Internal
625828684452			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 09:50:45 PM	31 May, 2025 09:59:25 PM	23 May, 2025 09:22:54 PM	0:06:03		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
625829559577	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
625829559577			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 10:03:43 PM	31 May, 2025 10:08:06 PM	30 May, 2025 09:52:20 PM	0:02:12		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		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
624884587780	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
624884587780			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 10:41:13 PM	31 May, 2025 10:46:31 PM	09 May, 2025 12:28:17 PM	0:05:33		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
625828608888			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 10:48:40 PM	31 May, 2025 10:57:48 PM	23 May, 2025 04:43:47 PM	0:03:47		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		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
623894666202	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
623894666202			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 11:00:34 PM	31 May, 2025 11:06:22 PM	02 May, 2025 06:22:43 PM	0:05:11		Internal
625828777177			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 07:31:15 AM	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 07:31:15 AM	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			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	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 07:31:15 AM	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 07:31:15 AM	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 07:31:15 AM	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 07:31:15 AM	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 07:31:15 AM	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 07:31:15 AM	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 07:31:15 AM	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 07:31:15 AM	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			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	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			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	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			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	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 07:31:15 AM	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			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	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			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	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			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	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 07:31:15 AM	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			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	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			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	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 07:31:15 AM	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			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	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	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
625828777177	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	27 May, 2025 07:31:15 AM	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			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	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625828777177			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	31 May, 2025 11:50:31 PM	27 May, 2025 07:00:11 AM	0:03:32		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			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 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			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 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			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 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829098185			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 10:31:40 PM	31 May, 2025 11:54:07 PM	28 May, 2025 05:36:47 PM	0:03:59		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 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
625829140949	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			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 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			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 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			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 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829140949			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 02:31:41 PM	31 May, 2025 11:58:40 PM	28 May, 2025 07:51:00 PM	0:06:42		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			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 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829386693			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 02:01:04 PM	01 Jun, 2025 12:02:14 AM	30 May, 2025 12:16:53 PM	0:02:11		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		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
625829039131	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			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 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			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 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			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 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625829039131			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 May, 2025 10:31:35 AM	01 Jun, 2025 12:06:23 AM	28 May, 2025 02:31:56 PM	0:02:46		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			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 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			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 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			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 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625828923304			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 07:31:32 PM	01 Jun, 2025 12:15:48 AM	27 May, 2025 06:59:18 PM	0:08:30		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	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
625829377223	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625829377223			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 11:23:03 AM	01 Jun, 2025 12:27:41 AM	30 May, 2025 03:39:44 AM	0:04:02		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			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		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
625828969082			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 11:31:27 PM	01 Jun, 2025 12:38:06 AM	27 May, 2025 09:10:25 PM	0:03:25		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		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
623894850547	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			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 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			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 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			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 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
623894850547			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	06 May, 2025 07:30:46 AM	01 Jun, 2025 12:39:07 AM	05 May, 2025 02:22:09 PM	0:05:31		Internal
625828783586			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	27 May, 2025 03:31:49 PM	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	27 May, 2025 03:31:49 PM	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			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	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	27 May, 2025 03:31:49 PM	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	27 May, 2025 03:31:49 PM	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	27 May, 2025 03:31:49 PM	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	27 May, 2025 03:31:49 PM	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	27 May, 2025 03:31:49 PM	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	27 May, 2025 03:31:49 PM	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	27 May, 2025 03:31:49 PM	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	27 May, 2025 03:31:49 PM	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			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	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			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	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			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	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	27 May, 2025 03:31:49 PM	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			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	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			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	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			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	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	27 May, 2025 03:31:49 PM	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			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	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			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	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	27 May, 2025 03:31:49 PM	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			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	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			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	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			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	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828783586			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	01 Jun, 2025 12:47:54 AM	27 May, 2025 12:08:57 PM	0:07:39		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 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
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			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 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			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 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			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 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625828822049			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 May, 2025 07:31:30 PM	01 Jun, 2025 12:51:24 AM	27 May, 2025 02:24:28 PM	0:02:41		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829344944			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 May, 2025 04:01:01 PM	01 Jun, 2025 01:02:22 AM	29 May, 2025 08:30:39 PM	0:09:36		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829091927	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			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		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829091927			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 02:01:02 PM	01 Jun, 2025 01:02:30 AM	28 May, 2025 06:02:28 PM	0:08:19		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829364318	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			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 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829364318			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 10:01:09 AM	01 Jun, 2025 02:51:37 AM	29 May, 2025 09:59:55 PM	0:03:07		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829341483			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 07:12:45 PM	02 Jun, 2025 11:08:32 AM	29 May, 2025 08:10:29 PM	0:02:52		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 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
625829183142	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			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 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829183142			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 06:55:53 PM	02 Jun, 2025 11:08:40 AM	28 May, 2025 11:25:05 PM	0:03:30		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 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
625829334834	[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]	30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625829334834			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 03:16:49 PM	02 Jun, 2025 11:08:54 AM	29 May, 2025 07:47:07 PM	0:04:01		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			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 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625828905829			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 02:51:22 PM	02 Jun, 2025 11:09:01 AM	27 May, 2025 06:10:45 PM	0:02:55		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		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
625829126670	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			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 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829126670			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 01:47:25 PM	02 Jun, 2025 11:13:12 AM	28 May, 2025 07:11:57 PM	0:02:46		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 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
625829005874	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			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 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
625829005874			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 12:46:58 PM	02 Jun, 2025 11:13:19 AM	28 May, 2025 12:45:18 PM	0:03:43		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			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 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624885797027			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 11:31:11 AM	02 Jun, 2025 12:24:29 PM	19 May, 2025 01:56:28 PM	0:02:11		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		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
624884893105	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			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 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			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 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			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 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
624884893105			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 May, 2025 06:00:41 AM	02 Jun, 2025 12:56:14 PM	12 May, 2025 04:32:21 PM	0:03:25		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		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
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 12:58:06 PM	02 Jun, 2025 01:07:00 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			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 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625829631255			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 01:10:49 PM	01 Jun, 2025 05:56:56 PM	0:02:50		Internal
625828843179			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
625828843179			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
625828843179			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	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
625828843179			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
625828843179			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
625828843179			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
625828843179			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
625828843179			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
625828843179			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
625828843179			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
62582843179	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
62582843179			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	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
62582843179			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
62582843179			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
62582843179			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
62582843179			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	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
62582843179			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
62582843179			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
62582843179			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
62582843179			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
62582843179			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
62582843179			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
62582843179			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 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
62582843179			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
62582843179			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
62582843179			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 May, 2025 07:31:21 AM	02 Jun, 2025 01:22:00 PM	27 May, 2025 03:20:13 PM	0:02:18		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			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		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582964311			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 05:30:30 AM	02 Jun, 2025 01:23:30 PM	02 Jun, 2025 04:39:19 AM	0:02:49		Internal
62582915060 4			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
62582915060 4			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
62582915060 4			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
62582915060 4			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
62582915060 4			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
62582915060 4			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 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
625829150604	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			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 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829150604			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 01:25:03 PM	02 Jun, 2025 01:28:43 PM	28 May, 2025 08:19:36 PM	0:02:56		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 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
625829655390	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			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 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829655390			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 01:32:23 PM	02 Jun, 2025 01:40:52 PM	02 Jun, 2025 12:38:53 PM	0:03:13		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			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 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 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
625829347147	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829347147			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 02:04:44 PM	02 Jun, 2025 02:09:10 PM	29 May, 2025 08:40:02 PM	0:03:29		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			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 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829443174			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 03:21:41 PM	02 Jun, 2025 03:26:41 PM	30 May, 2025 03:43:03 PM	0:03:18		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 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
625829630123	[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]	01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			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 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625829630123			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jun, 2025 06:00:23 PM	02 Jun, 2025 03:35:23 PM	01 Jun, 2025 05:22:23 PM	0:02:57		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625828843222			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 03:16:52 PM	02 Jun, 2025 03:43:15 PM	27 May, 2025 02:58:09 PM	0:02:02		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 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
625829627896	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			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 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829627896			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 03:46:55 PM	02 Jun, 2025 03:54:50 PM	01 Jun, 2025 04:09:49 PM	0:03:26		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			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 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829668551			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 03:25:48 PM	02 Jun, 2025 04:00:55 PM	02 Jun, 2025 01:06:03 PM	0:03:34		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		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
625829616005	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			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 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
625829616005			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jun, 2025 10:00:57 AM	02 Jun, 2025 04:35:52 PM	01 Jun, 2025 04:56:05 AM	0:08:27		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			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 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			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 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			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 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
624886397796			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 May, 2025 03:31:22 PM	02 Jun, 2025 05:02:18 PM	22 May, 2025 03:22:09 PM	0:05:30		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 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
625829249025	[redacted]	[redacted]	CTE_Res_Outage_Span	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829249025			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 05:03:08 PM	02 Jun, 2025 05:12:12 PM	29 May, 2025 03:09:15 PM	0:02:06		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 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
625829754579	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829754579			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 05:52:57 PM	02 Jun, 2025 06:07:00 PM	02 Jun, 2025 05:19:20 PM	0:05:30		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			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 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829662624			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 08:34:12 PM	02 Jun, 2025 08:42:09 PM	02 Jun, 2025 01:13:51 PM	0:05:01		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		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
625829730088	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			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 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829730088			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 08:42:41 PM	02 Jun, 2025 09:32:54 PM	02 Jun, 2025 04:21:38 PM	0:05:38		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			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		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829771821			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 10:01:28 PM	02 Jun, 2025 10:11:45 PM	02 Jun, 2025 06:18:05 PM	0:04:32		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 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
625829851067	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829851067			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 12:51:29 PM	02 Jun, 2025 09:23:35 PM	0:02:59		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			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 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 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
625829636810	[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]	01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829636810			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jun, 2025 10:00:19 PM	03 Jun, 2025 01:52:28 PM	01 Jun, 2025 09:21:53 PM	0:03:29		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829515286			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jun, 2025 06:10:39 PM	03 Jun, 2025 06:16:06 PM	30 May, 2025 07:30:40 PM	0:03:20		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		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
625829657901	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			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 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829657901			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jun, 2025 06:48:40 PM	03 Jun, 2025 06:53:56 PM	02 Jun, 2025 12:28:34 PM	0:03:36		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 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
625829503375	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			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 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625829503375			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jun, 2025 07:26:42 PM	03 Jun, 2025 07:32:40 PM	30 May, 2025 06:40:12 PM	0:03:50		Internal
625828827788			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 03:31:50 PM	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 03:31:50 PM	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			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	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 03:31:50 PM	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 03:31:50 PM	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 03:31:50 PM	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 03:31:50 PM	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 03:31:50 PM	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 03:31:50 PM	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 03:31:50 PM	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 03:31:50 PM	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			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	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			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	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 May, 2025 03:31:50 PM	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 03:31:50 PM	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			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	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 03:31:50 PM	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			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	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 03:31:50 PM	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			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	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			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	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 03:31:50 PM	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			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	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			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	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			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	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625828827788			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	03 Jun, 2025 08:14:03 PM	27 May, 2025 02:40:12 PM	0:05:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829311150	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829311150			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jun, 2025 08:17:19 PM	03 Jun, 2025 08:21:00 PM	29 May, 2025 06:51:08 PM	0:03:07		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829851172	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			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 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829851172			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 09:30:49 PM	03 Jun, 2025 08:22:28 PM	02 Jun, 2025 09:24:29 PM	0:06:11		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625829858672			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jun, 2025 08:30:44 AM	03 Jun, 2025 08:56:51 PM	02 Jun, 2025 09:56:46 PM	0:02:24		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 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
625830059299	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625830059299			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 12:59:37 PM	04 Jun, 2025 01:10:28 PM	03 Jun, 2025 09:41:42 PM	0:03:59		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			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 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829661475			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:50:53 PM	02 Jun, 2025 01:12:36 PM	0:06:04		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		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
625829665552	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			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 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829665552			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 01:30:51 PM	04 Jun, 2025 01:56:36 PM	02 Jun, 2025 12:58:09 PM	0:09:53		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829754453			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 12:00:55 AM	04 Jun, 2025 01:58:05 PM	02 Jun, 2025 05:12:10 PM	0:08:56		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 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
625829949401	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829949401			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jun, 2025 04:31:03 PM	04 Jun, 2025 02:01:37 PM	03 Jun, 2025 03:40:11 PM	0:02:19		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625829720786			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 01:59:49 PM	04 Jun, 2025 02:06:15 PM	02 Jun, 2025 03:57:11 PM	0:06:50		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 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
625830108285	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625830108285			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 02:14:41 PM	04 Jun, 2025 02:31:51 PM	04 Jun, 2025 01:46:31 PM	0:02:36		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 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
625829757842	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			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		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625829757842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 02:49:16 PM	04 Jun, 2025 02:53:33 PM	02 Jun, 2025 04:58:42 PM	0:03:15		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830107584			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 02:43:37 PM	04 Jun, 2025 03:38:47 PM	04 Jun, 2025 01:48:13 PM	0:05:34		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625830049379	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			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		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625830049379			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 04:09:03 PM	04 Jun, 2025 04:26:41 PM	03 Jun, 2025 08:59:21 PM	0:04:29		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 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
625829570350	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			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 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829570350			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 05:06:51 PM	04 Jun, 2025 05:10:54 PM	31 May, 2025 02:48:58 AM	0:02:22		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829043376			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 05:47:25 PM	04 Jun, 2025 05:58:12 PM	28 May, 2025 02:45:41 PM	0:02:13		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 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
625829139887	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			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		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829139887			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 06:38:41 PM	04 Jun, 2025 08:01:55 PM	28 May, 2025 07:48:53 PM	0:02:23		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			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		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625829962027			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jun, 2025 08:31:03 PM	04 Jun, 2025 09:28:54 PM	03 Jun, 2025 04:03:36 PM	0:02:39		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 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
625830063181	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			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		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830063181			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 04:00:38 AM	04 Jun, 2025 09:31:45 PM	03 Jun, 2025 10:03:06 PM	0:02:23		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			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 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830271321			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Jun, 2025 02:07:01 PM	05 Jun, 2025 02:13:47 PM	05 Jun, 2025 12:03:49 PM	0:03:58		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 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
625830235062	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			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 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830235062			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Jun, 2025 01:00:47 AM	05 Jun, 2025 02:45:44 PM	04 Jun, 2025 08:41:20 PM	0:02:36		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			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 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		Internal
625830209327			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Jun, 2025 03:03:48 PM	05 Jun, 2025 03:11:04 PM	04 Jun, 2025 07:16:29 PM	0:06:49		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
625829758533	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			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 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829758533			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jun, 2025 04:31:03 PM	05 Jun, 2025 03:20:10 PM	02 Jun, 2025 05:20:08 PM	0:08:39		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain				03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 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
625829839240	[redacted]		CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625829839240			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jun, 2025 12:30:47 AM	05 Jun, 2025 03:23:25 PM	02 Jun, 2025 09:00:13 PM	0:06:04		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830030436			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 12:00:37 PM	05 Jun, 2025 03:34:25 PM	03 Jun, 2025 07:39:45 PM	0:06:34		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 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
625830136728	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			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 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625830136728			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Jun, 2025 03:45:00 PM	05 Jun, 2025 04:35:34 PM	04 Jun, 2025 03:15:41 PM	0:03:00		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			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 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829828482			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jun, 2025 08:30:45 AM	05 Jun, 2025 04:35:37 PM	02 Jun, 2025 08:35:18 PM	0:06:34		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		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
625829666677	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			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		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829666677			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 01:30:51 PM	05 Jun, 2025 05:03:45 PM	02 Jun, 2025 01:23:53 PM	0:05:37		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 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
625829653097	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653097			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 12:00:38 PM	05 Jun, 2025 05:48:45 PM	02 Jun, 2025 12:22:48 PM	0:02:59		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			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 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653477			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jun, 2025 08:31:04 PM	05 Jun, 2025 07:28:49 PM	02 Jun, 2025 12:27:56 PM	0:08:04		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 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
625829653550	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			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 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625829653550			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 01:30:52 PM	05 Jun, 2025 07:33:13 PM	02 Jun, 2025 12:28:00 PM	0:02:56		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			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 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625828894196			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jun, 2025 01:09:16 PM	06 Jun, 2025 01:16:58 PM	27 May, 2025 05:37:17 PM	0:03:57		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 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
625829121651	[redacted]		CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625829121651			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 06:48:28 PM	06 Jun, 2025 01:31:35 PM	28 May, 2025 06:58:50 PM	0:02:33		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			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 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830439580			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jun, 2025 12:00:56 AM	06 Jun, 2025 01:53:51 PM	05 Jun, 2025 11:31:20 PM	0:04:46		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 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
625830250554	[redacted]		CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830250554			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jun, 2025 02:07:26 PM	06 Jun, 2025 02:17:53 PM	04 Jun, 2025 09:42:37 PM	0:03:59		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 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
625830149226	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830149226			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				04 Jun, 2025 04:00:52 PM	06 Jun, 2025 02:23:59 PM	04 Jun, 2025 03:52:42 PM	0:04:07		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			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 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625830136638			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Jun, 2025 01:00:46 PM	06 Jun, 2025 02:49:02 PM	04 Jun, 2025 03:14:37 PM	0:06:16		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829273075	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			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 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625829273075			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jun, 2025 03:16:30 PM	06 Jun, 2025 03:38:36 PM	29 May, 2025 04:55:28 PM	0:06:25		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 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
625830107369	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			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		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625830107369			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jun, 2025 03:34:12 PM	06 Jun, 2025 03:40:13 PM	04 Jun, 2025 01:45:08 PM	0:02:27		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			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 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829670225			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jun, 2025 03:50:41 PM	06 Jun, 2025 03:58:28 PM	02 Jun, 2025 01:11:06 PM	0:02:50		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 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
625829962800	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			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 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625829962800			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jun, 2025 04:32:11 PM	06 Jun, 2025 05:20:01 PM	03 Jun, 2025 04:23:46 PM	0:05:06		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 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
625830250465	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			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 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830250465			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jun, 2025 05:40:21 PM	06 Jun, 2025 05:44:26 PM	04 Jun, 2025 09:42:22 PM	0:02:40		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			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 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830528511			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jun, 2025 05:32:53 PM	06 Jun, 2025 05:51:38 PM	06 Jun, 2025 04:52:21 PM	0:06:25		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 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
625830400514	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			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 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830400514			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jun, 2025 06:07:41 PM	06 Jun, 2025 06:12:07 PM	05 Jun, 2025 07:58:05 PM	0:02:51		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		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
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			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 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625830536694			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jun, 2025 06:46:08 PM	06 Jun, 2025 07:00:29 PM	06 Jun, 2025 05:18:13 PM	0:06:44		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			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 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
625829706082			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jun, 2025 06:52:51 PM	06 Jun, 2025 07:02:21 PM	02 Jun, 2025 02:45:29 PM	0:03:24		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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		06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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		06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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		06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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		06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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 improve	2.3	checkbox		06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	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	Courtesy	Comments on Courtesy	2.4	textarea	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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 improve	5.3	checkbox	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 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	06 Jun, 2025 03:06:54 PM	06 Jun, 2025 07:11:47 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 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
625830405375	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			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 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625830405375			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jun, 2025 11:00:14 AM	09 Jun, 2025 03:26:14 PM	05 Jun, 2025 08:00:33 PM	0:03:16		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			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 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625829737183			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 03:33:57 PM	09 Jun, 2025 03:40:31 PM	02 Jun, 2025 04:01:51 PM	0:03:03		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 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
625830413261	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			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 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830413261			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jun, 2025 03:00:15 AM	09 Jun, 2025 04:02:12 PM	05 Jun, 2025 08:42:18 PM	0:05:30		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830547571			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 04:42:22 PM	09 Jun, 2025 04:49:38 PM	06 Jun, 2025 05:53:23 PM	0:03:18		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 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
625830441027	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			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 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
625830441027			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 04:53:07 PM	09 Jun, 2025 04:57:46 PM	06 Jun, 2025 12:09:36 AM	0:03:13		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650809771874	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			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 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
650809771874			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 05:02:09 PM	09 Jun, 2025 05:15:16 PM	09 Jun, 2025 04:47:49 PM	0:05:39		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
625830242004			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 05:30:12 PM	09 Jun, 2025 05:36:15 PM	04 Jun, 2025 09:26:23 PM	0:02:14		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		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
650809753439	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			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 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
650809753439			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 05:29:23 PM	09 Jun, 2025 05:45:39 PM	09 Jun, 2025 03:49:11 PM	0:04:49		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 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
625830395901	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			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 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
625830395901			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 06:25:57 PM	09 Jun, 2025 06:45:14 PM	05 Jun, 2025 07:40:28 PM	0:05:17		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			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 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809806847			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 06:55:47 PM	09 Jun, 2025 07:02:35 PM	09 Jun, 2025 06:32:05 PM	0:04:51		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		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
650809697060	[redacted]		CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			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 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809697060			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 02:01:09 PM	09 Jun, 2025 07:02:57 PM	09 Jun, 2025 01:17:53 PM	0:09:29		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
650809731755			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 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
650809731755	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	09 Jun, 2025 06:48:53 PM	09 Jun, 2025 07:37:19 PM	09 Jun, 2025 02:36:53 PM	0:03:46		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
625830220045			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Jun, 2025 05:00:51 PM	09 Jun, 2025 07:44:55 PM	04 Jun, 2025 07:51:30 PM	0:08:59		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			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		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
650809699723			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 02:01:11 PM	09 Jun, 2025 07:50:54 PM	09 Jun, 2025 01:37:36 PM	0:05:20		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 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
625830244113	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			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 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625830244113			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 08:02:31 PM	09 Jun, 2025 08:07:06 PM	04 Jun, 2025 09:09:34 PM	0:02:04		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829660415	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
625829660415			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 09:30:49 PM	09 Jun, 2025 08:13:48 PM	02 Jun, 2025 01:06:38 PM	0:03:07		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			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 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
650809722889			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 12:46:29 PM	10 Jun, 2025 12:49:14 PM	09 Jun, 2025 02:28:28 PM	0:03:25		Internal
625829991839			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 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
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625829991839		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 12:58:40 PM	10 Jun, 2025 01:02:35 PM	03 Jun, 2025 05:39:01 PM	0:03:40		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 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
625830461718	[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]	09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718			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 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625830461718			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 07:11:50 PM	10 Jun, 2025 01:39:31 PM	06 Jun, 2025 12:59:28 PM	0:04:02		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			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 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
625829651506			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 01:30:51 PM	10 Jun, 2025 02:15:41 PM	02 Jun, 2025 12:02:31 PM	0:08:10		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		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
650809659818	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			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		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809659818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 05:09:21 PM	10 Jun, 2025 02:58:11 PM	08 Jun, 2025 09:47:42 AM	0:08:12		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809856575			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 02:36:52 PM	10 Jun, 2025 03:57:27 PM	09 Jun, 2025 08:41:56 PM	0:07:32		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 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
650809601693	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809601693			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 03:52:36 PM	10 Jun, 2025 04:01:58 PM	06 Jun, 2025 08:56:27 PM	0:03:55		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 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
650809711470	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			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 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809711470			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 04:24:49 PM	10 Jun, 2025 04:27:34 PM	09 Jun, 2025 02:00:26 PM	0:03:25		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809921740			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 04:39:51 PM	10 Jun, 2025 05:02:38 PM	10 Jun, 2025 02:11:11 PM	0:03:34		Internal
650809960938			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809960938			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	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
650809660938	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809660938			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 05:08:53 PM	10 Jun, 2025 05:15:47 PM	08 Jun, 2025 11:35:59 AM	0:03:47		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650809796716	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
650809796716			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 05:33:19 PM	10 Jun, 2025 05:39:22 PM	09 Jun, 2025 05:39:59 PM	0:02:08		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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 improve	2.3	checkbox		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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 improve	5.3	checkbox		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 05:50:55 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625830075435	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830075435			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 05:46:26 PM	10 Jun, 2025 05:51:25 PM	04 Jun, 2025 12:59:11 AM	0:03:29		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 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
625830046735	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
625830046735			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 07:39:02 PM	10 Jun, 2025 07:54:40 PM	03 Jun, 2025 08:41:34 PM	0:04:25		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
650810001984			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 08:03:36 PM	10 Jun, 2025 08:20:19 PM	10 Jun, 2025 06:44:23 PM	0:03:17		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		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
625830248898	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			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 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
625830248898			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jun, 2025 08:00:48 PM	10 Jun, 2025 09:10:47 PM	04 Jun, 2025 09:36:54 PM	0:04:48		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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 improve	2.3	checkbox		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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 improve	5.3	checkbox		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 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		06 Jun, 2025 03:06:54 PM	10 Jun, 2025 09:26:19 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		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
650809705657	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			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 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650809705657			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	10 Jun, 2025 03:00:34 AM	10 Jun, 2025 09:45:35 PM	09 Jun, 2025 01:47:11 PM	0:04:35		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			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	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650810029746			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650810029746		CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jun, 2025 11:47:49 AM	11 Jun, 2025 12:02:18 PM	10 Jun, 2025 08:04:00 PM	0:03:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		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		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650809691805		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 03:00:36 AM	11 Jun, 2025 12:46:55 PM	09 Jun, 2025 12:45:41 PM	0:04:27		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 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
650810055037	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	1 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		1 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		1 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		1 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037			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		1 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		1 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		1 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650810055037			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		1 Jun, 2025 12:47:34 PM	11 Jun, 2025 01:21:58 PM	10 Jun, 2025 09:53:49 PM	0:03:01		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			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		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650809829907			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		1 Jun, 2025 09:00:43 AM	11 Jun, 2025 01:28:26 PM	09 Jun, 2025 07:36:30 PM	0:07:48		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		0 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		0 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		0 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		0 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		0 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		0 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		0 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		0 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		0 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		0 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		0 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 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
650810016779	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	10 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			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 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650810016779			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 11:00:47 PM	11 Jun, 2025 01:37:58 PM	10 Jun, 2025 07:28:34 PM	0:03:01		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
650809952051			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jun, 2025 01:36:49 PM	11 Jun, 2025 01:53:33 PM	10 Jun, 2025 03:53:35 PM	0:06:51		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
624886499486	[redacted]		CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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 improve	2.3	checkbox		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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 improve	5.3	checkbox		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:26:50 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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 improve	2.3	checkbox		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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 improve	5.3	checkbox		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
624886499486			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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		06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 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	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	06 Jun, 2025 03:06:54 PM	11 Jun, 2025 02:36:45 PM	22 May, 2025 09:19:44 PM	0:02:55		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
625829913562			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jun, 2025 03:00:46 PM	11 Jun, 2025 03:21:03 PM	03 Jun, 2025 01:56:00 PM	0:06:27		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650809715278	[redacted]	[redacted]	CTE_Res_Billing_Span	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278	[redacted]	[redacted]	CTE_Res_Billing_Span	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278	[redacted]	[redacted]	CTE_Res_Billing_Span	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278	[redacted]	[redacted]	CTE_Res_Billing_Span	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278	[redacted]	[redacted]	CTE_Res_Billing_Span	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278	[redacted]	[redacted]	CTE_Res_Billing_Span	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278	[redacted]	[redacted]	CTE_Res_Billing_Span	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278	[redacted]	[redacted]	CTE_Res_Billing_Span	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809715278	[redacted]	[redacted]	CTE_Res_Billing_Span	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	09 Jun, 2025 02:01:09 PM	11 Jun, 2025 03:21:15 PM	09 Jun, 2025 01:47:35 PM	0:06:57		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[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]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[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]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[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]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650809689287	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	11 Jun, 2025 03:28:30 PM	11 Jun, 2025 03:32:50 PM	09 Jun, 2025 12:26:21 PM	0:04:41		Internal
650810117537	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650810117537	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650810117537			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jun, 2025 03:22:29 PM	11 Jun, 2025 03:36:44 PM	11 Jun, 2025 03:04:16 PM	0:03:28		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	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
650809681042	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			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 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809681042			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jun, 2025 03:48:58 PM	11 Jun, 2025 03:51:56 PM	09 Jun, 2025 04:28:41 AM	0:02:55		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			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 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650809796396			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jun, 2025 05:10:13 PM	11 Jun, 2025 05:14:21 PM	09 Jun, 2025 05:59:08 PM	0:03:48		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 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
650810135141	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810135141			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jun, 2025 05:44:37 PM	11 Jun, 2025 06:00:37 PM	11 Jun, 2025 03:55:07 PM	0:07:54		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 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
650810052512	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			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 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810052512			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jun, 2025 06:12:28 PM	11 Jun, 2025 06:25:17 PM	10 Jun, 2025 09:39:19 PM	0:02:45		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 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
650810074647	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
650810074647			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jun, 2025 06:23:24 PM	11 Jun, 2025 06:52:22 PM	11 Jun, 2025 12:05:36 PM	0:04:07		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			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 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
625829727245			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 04:00:37 AM	11 Jun, 2025 08:16:10 PM	02 Jun, 2025 04:14:32 PM	0:02:44		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 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
650809861935	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650809861935			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 11:00:34 AM	11 Jun, 2025 08:34:19 PM	09 Jun, 2025 09:06:56 PM	0:02:21		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650810139561			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jun, 2025 08:41:04 PM	11 Jun, 2025 08:51:21 PM	11 Jun, 2025 04:17:21 PM	0:03:54		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 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
650809925280	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
650809925280			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jun, 2025 09:02:00 PM	11 Jun, 2025 09:10:24 PM	10 Jun, 2025 02:23:02 PM	0:04:16		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829828402			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jun, 2025 12:30:44 PM	11 Jun, 2025 09:22:39 PM	02 Jun, 2025 08:05:25 PM	0:02:46		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829857975	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625829857975			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 08:00:55 PM	11 Jun, 2025 09:34:03 PM	02 Jun, 2025 09:55:10 PM	0:06:57		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			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 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830279687			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jun, 2025 04:00:41 PM	11 Jun, 2025 11:19:24 PM	05 Jun, 2025 12:56:40 PM	0:02:51		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625830428732	[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]	07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			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 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830428732			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jun, 2025 03:00:15 PM	12 Jun, 2025 12:06:58 AM	05 Jun, 2025 09:48:05 PM	0:09:45		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			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 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
625830468112			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jun, 2025 03:00:16 PM	12 Jun, 2025 12:19:28 AM	06 Jun, 2025 01:30:09 PM	0:06:37		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			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 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809702551			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 02:01:09 PM	12 Jun, 2025 01:11:24 AM	09 Jun, 2025 01:37:16 PM	0:05:06		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		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
650809708387	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			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 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809708387			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 10:00:59 PM	12 Jun, 2025 01:26:11 AM	09 Jun, 2025 01:53:15 PM	0:05:47		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			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 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809837035			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 11:00:35 AM	12 Jun, 2025 01:34:22 AM	09 Jun, 2025 07:54:11 PM	0:02:28		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 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
650809865794	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650809865794			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jun, 2025 05:00:46 AM	12 Jun, 2025 01:43:16 AM	09 Jun, 2025 09:19:42 PM	0:02:57		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			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 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810003933			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 07:00:42 PM	12 Jun, 2025 01:54:51 AM	10 Jun, 2025 06:49:54 PM	0:08:13		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 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
650810057291	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			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 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810057291			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jun, 2025 06:30:49 AM	12 Jun, 2025 12:08:24 PM	10 Jun, 2025 10:05:14 PM	0:03:56		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			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 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650810148161			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jun, 2025 09:00:57 PM	12 Jun, 2025 01:54:27 PM	11 Jun, 2025 04:53:38 PM	0:06:35		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 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
650809797375	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			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 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
650809797375			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jun, 2025 03:15:09 PM	12 Jun, 2025 03:29:26 PM	09 Jun, 2025 06:03:05 PM	0:03:15		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829307353	[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]	02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			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 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
625829307353			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 03:02:30 PM	12 Jun, 2025 04:29:55 PM	29 May, 2025 06:35:45 PM	0:05:00		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		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	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		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	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			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 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		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	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
624885771941			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 May, 2025 11:31:19 PM	12 Jun, 2025 04:38:40 PM	19 May, 2025 12:11:50 PM	0:02:48		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 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
650809939718	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			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 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809939718			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jun, 2025 04:19:12 PM	12 Jun, 2025 04:45:41 PM	10 Jun, 2025 03:22:25 PM	0:06:39		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			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 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809778442			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jun, 2025 05:47:59 PM	12 Jun, 2025 05:56:08 PM	09 Jun, 2025 05:07:30 PM	0:08:49		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		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
650809839144	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			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 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809839144			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jun, 2025 06:08:31 PM	12 Jun, 2025 06:45:53 PM	09 Jun, 2025 07:57:23 PM	0:06:35		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			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 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650809681080			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 06:00:47 AM	12 Jun, 2025 06:46:00 PM	09 Jun, 2025 04:36:29 AM	0:03:06		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 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
650810114193	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			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 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810114193			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jun, 2025 10:30:57 PM	12 Jun, 2025 11:28:39 PM	11 Jun, 2025 02:43:53 PM	0:04:11		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			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 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		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
650810249358	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810249358			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jun, 2025 10:30:58 PM	13 Jun, 2025 12:01:43 PM	12 Jun, 2025 01:00:34 PM	0:09:39		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			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 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650810119341			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jun, 2025 06:31:01 PM	13 Jun, 2025 12:08:02 PM	11 Jun, 2025 03:00:24 PM	0:08:22		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650809928701			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jun, 2025 05:00:54 PM	13 Jun, 2025 12:15:04 PM	10 Jun, 2025 02:34:01 PM	0:05:05		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 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
650810376587	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			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		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650810376587			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jun, 2025 12:15:22 PM	13 Jun, 2025 12:19:48 PM	12 Jun, 2025 09:23:44 PM	0:02:49		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 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
650809867185	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			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 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
650809867185			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jun, 2025 12:26:48 PM	13 Jun, 2025 12:32:12 PM	09 Jun, 2025 09:24:16 PM	0:03:37		Internal
625828846090			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 03:31:49 PM	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 03:31:49 PM	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			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	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 03:31:49 PM	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 03:31:49 PM	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 03:31:49 PM	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 03:31:49 PM	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 03:31:49 PM	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 03:31:49 PM	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 03:31:49 PM	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 03:31:49 PM	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			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	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			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	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			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	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 03:31:49 PM	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			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	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			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	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			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	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 03:31:49 PM	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			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	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			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	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 03:31:49 PM	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			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	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			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	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			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	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
625828846090			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	13 Jun, 2025 12:39:38 PM	27 May, 2025 03:26:41 PM	0:02:58		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 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
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650810358931			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jun, 2025 12:48:18 PM	13 Jun, 2025 12:51:35 PM	12 Jun, 2025 08:06:44 PM	0:03:11		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 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
650809894570	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			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 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
650809894570			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jun, 2025 12:47:14 PM	13 Jun, 2025 12:58:25 PM	10 Jun, 2025 12:15:01 PM	0:03:08		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			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 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
625829223733			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 May, 2025 02:01:05 PM	13 Jun, 2025 02:20:27 PM	29 May, 2025 02:02:33 PM	0:02:13		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 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
650810149877	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
650810149877			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jun, 2025 09:00:58 PM	13 Jun, 2025 02:34:16 PM	11 Jun, 2025 05:01:27 PM	0:04:02		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			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 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			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 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			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 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
624885291704			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 May, 2025 03:00:39 PM	13 Jun, 2025 02:43:15 PM	14 May, 2025 05:56:10 PM	0:04:07		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 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
625830050218	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
625830050218			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jun, 2025 04:00:53 PM	13 Jun, 2025 02:58:15 PM	03 Jun, 2025 08:59:17 PM	0:06:14		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 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
650810363305	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			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 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810363305			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jun, 2025 10:30:57 PM	13 Jun, 2025 03:06:13 PM	12 Jun, 2025 08:19:34 PM	0:03:59		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810336270			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jun, 2025 04:05:09 PM	13 Jun, 2025 04:07:08 PM	12 Jun, 2025 06:30:37 PM	0:03:32		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		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
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810449680			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jun, 2025 06:09:13 PM	13 Jun, 2025 06:13:15 PM	13 Jun, 2025 03:16:27 PM	0:01:36		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			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 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
650810393023			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jun, 2025 06:20:25 PM	13 Jun, 2025 06:25:22 PM	13 Jun, 2025 02:59:44 AM	0:04:27		Internal
625828835555			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 03:31:48 PM	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 03:31:48 PM	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			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	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 03:31:48 PM	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 03:31:48 PM	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 03:31:48 PM	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 03:31:48 PM	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 03:31:48 PM	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 03:31:48 PM	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 03:31:48 PM	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 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
625828835555	[redacted]		CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	27 May, 2025 03:31:48 PM	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			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	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			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	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			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	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 03:31:48 PM	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			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	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			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	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			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	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 03:31:48 PM	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			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	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			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	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 03:31:48 PM	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			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	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			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	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			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	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625828835555			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	13 Jun, 2025 06:43:40 PM	27 May, 2025 03:03:51 PM	0:03:08		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			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		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829616094			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jun, 2025 06:01:06 AM	13 Jun, 2025 07:12:41 PM	01 Jun, 2025 05:07:25 AM	0:04:22		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 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
625829652944	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			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 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
625829652944			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 01:30:52 PM	13 Jun, 2025 07:41:46 PM	02 Jun, 2025 12:21:37 PM	0:03:08		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650810037230	[redacted]		CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
650810037230			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jun, 2025 07:41:42 PM	13 Jun, 2025 07:46:08 PM	10 Jun, 2025 08:39:41 PM	0:05:04		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			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 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			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 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			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 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
625828953031			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 May, 2025 11:31:29 PM	15 Jun, 2025 12:45:48 PM	27 May, 2025 08:17:36 PM	0:05:01		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 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
623895233578	[redacted]	[redacted]	CTE_Bus_Payment	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		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	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		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	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			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		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		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	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
623895233578			CTE_Bus_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 May, 2025 05:30:39 AM	16 Jun, 2025 01:12:59 PM	07 May, 2025 12:24:02 PM	0:03:47		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			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 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810477883			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 01:13:58 PM	16 Jun, 2025 01:17:56 PM	13 Jun, 2025 05:15:20 PM	0:02:12		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 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
650810045012	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			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 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
650810045012			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 01:22:55 PM	16 Jun, 2025 01:26:22 PM	10 Jun, 2025 09:08:20 PM	0:02:31		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 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
625829751111	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			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 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
625829751111			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 05:30:58 PM	16 Jun, 2025 01:29:16 PM	02 Jun, 2025 05:16:18 PM	0:03:29		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			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 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650810591599			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 01:38:46 PM	15 Jun, 2025 04:53:26 PM	0:02:09		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 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
650809714381	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			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		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650809714381			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 02:01:11 PM	16 Jun, 2025 01:43:14 PM	09 Jun, 2025 01:48:21 PM	0:03:12		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			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		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810582408			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jun, 2025 09:00:58 AM	16 Jun, 2025 01:50:56 PM	15 Jun, 2025 05:43:15 AM	0:02:08		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 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
650810451135	[redacted]		CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			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 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			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 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jun, 2025 06:00:57 PM	16 Jun, 2025 02:18:55 PM	13 Jun, 2025 03:19:03 PM	0:02:57		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			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 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810540033			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 01:59:42 PM	16 Jun, 2025 02:40:12 PM	13 Jun, 2025 09:26:08 PM	0:06:34		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 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
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			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 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			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 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810618844			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 01:31:21 PM	16 Jun, 2025 02:49:08 PM	16 Jun, 2025 01:00:29 PM	0:02:30		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			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 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810474627			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jun, 2025 10:00:41 PM	16 Jun, 2025 02:51:48 PM	13 Jun, 2025 04:55:58 PM	0:04:32		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		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
650810610739	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			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 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810610739			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 01:31:06 PM	16 Jun, 2025 02:53:51 PM	16 Jun, 2025 12:45:13 PM	0:08:00		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 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
650810565121	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			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 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810565121			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 02:51:32 PM	16 Jun, 2025 02:55:47 PM	14 Jun, 2025 03:19:00 PM	0:02:35		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			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 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810479528			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 03:05:55 PM	16 Jun, 2025 03:07:56 PM	13 Jun, 2025 05:23:19 PM	0:02:48		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 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
650810585546	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			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 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650810585546			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jun, 2025 01:01:03 PM	16 Jun, 2025 03:10:00 PM	15 Jun, 2025 12:03:24 PM	0:02:04		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			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 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 AM	0:02:45		Internal
650809678113			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 03:50:08 PM	16 Jun, 2025 03:53:53 PM	09 Jun, 2025 12:16:10 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
650810603718	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			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 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
650810603718			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 09:30:33 AM	16 Jun, 2025 04:35:21 PM	16 Jun, 2025 07:58:01 AM	0:03:32		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			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		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		Internal
625830074603			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Jun, 2025 09:00:44 AM	16 Jun, 2025 04:49:37 PM	04 Jun, 2025 12:33:14 AM	0:08:02		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
650810501917	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			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 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			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 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810501917			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 06:11:17 PM	16 Jun, 2025 06:33:52 PM	13 Jun, 2025 07:12:50 PM	0:02:18		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 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
650810493632	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			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 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			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 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
650810493632			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 06:44:28 PM	16 Jun, 2025 06:46:45 PM	13 Jun, 2025 06:21:58 PM	0:02:26		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			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 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
625830444854			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jun, 2025 07:00:15 AM	16 Jun, 2025 07:19:15 PM	06 Jun, 2025 02:57:14 AM	0:05:33		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			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 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650809657874			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jun, 2025 10:00:25 AM	16 Jun, 2025 07:26:39 PM	08 Jun, 2025 04:39:58 AM	0:04:38		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 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
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			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		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810585911			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jun, 2025 05:01:00 PM	16 Jun, 2025 08:07:32 PM	15 Jun, 2025 12:34:25 PM	0:02:28		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 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
650810462527	[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]	16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			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 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			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 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810462527			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 07:02:04 PM	16 Jun, 2025 08:16:08 PM	13 Jun, 2025 04:09:29 PM	0:02:20		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			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 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			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 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
650810055005			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 08:28:48 PM	16 Jun, 2025 08:31:45 PM	10 Jun, 2025 10:00:46 PM	0:02:38		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 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
624885772307	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			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 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			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 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			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 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
624885772307			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 May, 2025 06:30:58 PM	17 Jun, 2025 12:02:42 PM	19 May, 2025 12:09:37 PM	0:02:40		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650809812253			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 10:01:01 PM	17 Jun, 2025 12:14:54 PM	09 Jun, 2025 06:47:37 PM	0:03:27		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 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
650810455171	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			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 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810455171			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 12:27:19 PM	17 Jun, 2025 12:31:43 PM	13 Jun, 2025 03:34:51 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 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
650810651644	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			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 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810651644			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 01:23:27 PM	17 Jun, 2025 01:30:12 PM	16 Jun, 2025 02:56:49 PM	0:02:29		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		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
650810452683	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			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 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650810452683			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	17 Jun, 2025 01:58:25 PM	17 Jun, 2025 02:02:51 PM	13 Jun, 2025 03:28:13 PM	0:03:32		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			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 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650809598295			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	17 Jun, 2025 01:55:19 PM	17 Jun, 2025 02:12:38 PM	06 Jun, 2025 08:46:21 PM	0:04:01		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 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
650810741787	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			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 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810741787			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 02:21:31 PM	17 Jun, 2025 02:31:10 PM	16 Jun, 2025 07:26:15 PM	0:03:23		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 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
650810469465	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			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 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810469465			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 02:32:04 PM	17 Jun, 2025 02:35:36 PM	13 Jun, 2025 04:30:59 PM	0:03:09		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			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 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810762747			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 02:51:35 PM	17 Jun, 2025 02:58:56 PM	16 Jun, 2025 08:29:18 PM	0:06:00		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 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
650810541741	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			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		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810541741			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 03:29:28 PM	17 Jun, 2025 03:35:02 PM	13 Jun, 2025 09:36:47 PM	0:03:38		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 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
650810733398	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			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 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810733398			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 03:11:22 PM	17 Jun, 2025 04:00:47 PM	16 Jun, 2025 06:59:28 PM	0:05:55		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 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
650810256044	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			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 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
650810256044			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 05:07:32 PM	17 Jun, 2025 05:12:44 PM	12 Jun, 2025 01:22:30 PM	0:03:46		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			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 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
625829760118			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jun, 2025 12:30:45 PM	17 Jun, 2025 05:34:52 PM	02 Jun, 2025 05:24:49 PM	0:03:50		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 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
650810340829	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			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		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810340829			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 05:32:43 PM	17 Jun, 2025 05:39:21 PM	12 Jun, 2025 06:49:36 PM	0:02:28		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	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
650810552105	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			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 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810552105			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 05:42:54 PM	17 Jun, 2025 05:45:33 PM	14 Jun, 2025 02:40:32 AM	0:02:03		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 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
650810875956	[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]	17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			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 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810875956			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 05:47:00 PM	17 Jun, 2025 05:56:59 PM	17 Jun, 2025 04:47:59 PM	0:03:59		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			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 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810736948			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 07:52:14 PM	17 Jun, 2025 08:06:11 PM	16 Jun, 2025 06:52:02 PM	0:03:11		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650810101133	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			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 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810101133			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jun, 2025 02:00:39 PM	17 Jun, 2025 08:19:36 PM	11 Jun, 2025 02:03:36 PM	0:05:42		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			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		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810736499			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 12:01:25 PM	18 Jun, 2025 12:05:27 PM	16 Jun, 2025 06:49:19 PM	0:02:33		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		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
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			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		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810825231			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 12:21:08 PM	18 Jun, 2025 12:24:34 PM	17 Jun, 2025 01:49:14 PM	0:02:02		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650810922515	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			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 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810922515			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 11:48:53 AM	18 Jun, 2025 12:26:33 PM	17 Jun, 2025 07:26:35 PM	0:04:39		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			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 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838013			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 12:56:19 PM	17 Jun, 2025 02:30:22 PM	0:02:24		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		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
650810838418	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			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		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810838418			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 01:14:20 PM	18 Jun, 2025 01:18:14 PM	17 Jun, 2025 02:26:04 PM	0:03:19		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 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
650810913863	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			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 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810913863			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	18 Jun, 2025 01:00:12 PM	18 Jun, 2025 01:21:02 PM	17 Jun, 2025 06:56:12 PM	0:05:03		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			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 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810688238			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	17 Jun, 2025 07:00:50 AM	18 Jun, 2025 01:36:47 PM	16 Jun, 2025 04:39:13 PM	0:06:48		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	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
650810605217	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			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 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810605217			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 01:40:05 PM	18 Jun, 2025 01:44:02 PM	16 Jun, 2025 10:38:28 AM	0:02:38		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 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
650810981577	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			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 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810981577			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 01:35:10 PM	18 Jun, 2025 01:51:08 PM	18 Jun, 2025 12:52:40 PM	0:03:48		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 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
650810881768	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810881768			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 02:00:20 PM	18 Jun, 2025 02:03:50 PM	17 Jun, 2025 05:03:22 PM	0:03:13		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
650810893001			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 02:24:18 PM	18 Jun, 2025 02:30:31 PM	17 Jun, 2025 05:44:06 PM	0:03:14		Internal
625829733688			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal

Master Contact	[redacted]	Skill	[redacted]	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
625829733688		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688		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 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
625829733688		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 02:33:31 PM	18 Jun, 2025 02:41:42 PM	02 Jun, 2025 04:30:12 PM	0:05:25		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		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 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 PM	0:04:32		Internal
650810945614		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 02:50:17 PM	18 Jun, 2025 02:59:55 PM	17 Jun, 2025 08:47:59 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
650809609648	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			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 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650809609648			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 03:33:11 PM	18 Jun, 2025 03:58:49 PM	06 Jun, 2025 09:42:28 PM	0:04:13		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 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
650810612932	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			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		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
650810612932			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 11:00:52 AM	18 Jun, 2025 04:15:43 PM	16 Jun, 2025 12:55:47 PM	0:04:32		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			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 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
625829796267			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 04:13:10 PM	18 Jun, 2025 04:25:24 PM	02 Jun, 2025 07:17:58 PM	0:03:35		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810950369			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 03:31:06 AM	18 Jun, 2025 05:40:14 PM	17 Jun, 2025 09:05:27 PM	0:06:51		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			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		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810909074			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 11:01:02 PM	18 Jun, 2025 06:22:48 PM	17 Jun, 2025 06:41:44 PM	0:03:38		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		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
650810610025	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			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 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650810610025			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 06:23:37 PM	16 Jun, 2025 12:30:15 PM	0:04:49		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			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 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811054790	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650811054790			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 06:13:36 PM	18 Jun, 2025 06:39:39 PM	18 Jun, 2025 05:07:35 PM	0:03:33		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			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 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810608499			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 01:31:08 PM	18 Jun, 2025 07:11:14 PM	16 Jun, 2025 12:15:20 PM	0:02:50		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650810922477			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 07:31:04 AM	18 Jun, 2025 08:23:20 PM	17 Jun, 2025 07:24:49 PM	0:04:34		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811112422	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			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 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650811112422			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 11:47:08 AM	19 Jun, 2025 11:57:26 AM	18 Jun, 2025 08:39:28 PM	0:04:13		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 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
650810578557	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
650810578557			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 12:06:31 PM	19 Jun, 2025 12:09:32 PM	14 Jun, 2025 11:08:06 PM	0:02:24		Internal
623895385660			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 May, 2025 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 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 09:30:48 PM	19 Jun, 2025 12:37:42 PM	07 May, 2025 09:31:38 PM	0:07:16		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 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
650810888233	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810888233			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 01:17:51 PM	19 Jun, 2025 01:21:10 PM	17 Jun, 2025 05:24:36 PM	0:03:15		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 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
650810343938	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			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 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650810343938			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	19 Jun, 2025 12:24:32 PM	19 Jun, 2025 01:23:11 PM	12 Jun, 2025 07:12:08 PM	0:03:11		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			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 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650811107500			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	19 Jun, 2025 01:50:49 PM	19 Jun, 2025 02:10:37 PM	18 Jun, 2025 08:21:54 PM	0:03:25		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 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
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			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		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810618446			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 01:31:08 PM	19 Jun, 2025 02:12:25 PM	16 Jun, 2025 01:25:19 PM	0:03:18		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	0:03:38		Internal
650810552137			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 02:17:09 PM	19 Jun, 2025 02:19:26 PM	14 Jun, 2025 02:40:37 AM	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
650810079542	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			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 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810079542			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 02:19:24 PM	19 Jun, 2025 02:28:33 PM	11 Jun, 2025 12:44:54 PM	0:04:43		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 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
650810625200	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			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 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650810625200			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 02:41:27 PM	19 Jun, 2025 03:00:12 PM	16 Jun, 2025 01:48:46 PM	0:03:04		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			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 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650811124669			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 03:26:50 PM	18 Jun, 2025 09:43:03 PM	0:02:30		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		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
650810075570	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			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 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810075570			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 03:13:41 PM	19 Jun, 2025 03:39:30 PM	11 Jun, 2025 12:17:25 PM	0:05:48		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal

REDACTED

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650810781081	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			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 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650810781081			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 03:47:46 PM	19 Jun, 2025 03:52:15 PM	16 Jun, 2025 09:26:08 PM	0:03:40		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			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 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811070358			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 07:31:22 AM	19 Jun, 2025 04:02:58 PM	18 Jun, 2025 06:20:43 PM	0:09:11		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 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
650811105142	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650811105142			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 04:07:49 PM	19 Jun, 2025 04:14:23 PM	18 Jun, 2025 08:10:54 PM	0:02:38		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			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 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			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 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal
650810834329			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:23:34 PM	17 Jun, 2025 02:28:17 PM	0:04:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650809994649	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650809994649			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 04:26:30 PM	19 Jun, 2025 04:31:15 PM	10 Jun, 2025 05:59:52 PM	0:03:31		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 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
650810460588	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			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 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810460588			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 04:08:43 PM	19 Jun, 2025 04:31:31 PM	13 Jun, 2025 03:57:35 PM	0:04:17		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			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 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			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 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650810763597			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 03:01:11 PM	19 Jun, 2025 04:33:27 PM	16 Jun, 2025 08:34:26 PM	0:03:07		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 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
650809935909	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650809935909			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 04:42:15 PM	19 Jun, 2025 04:46:38 PM	10 Jun, 2025 02:49:17 PM	0:02:30		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 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
650811132624	[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]	19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650811132624			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 03:31:27 PM	19 Jun, 2025 04:48:46 PM	18 Jun, 2025 11:45:44 PM	0:06:40		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810606935			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 04:59:16 PM	19 Jun, 2025 05:03:58 PM	16 Jun, 2025 11:42:06 AM	0:02:51		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650810850845	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			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 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650810850845			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 05:37:03 PM	19 Jun, 2025 05:49:00 PM	17 Jun, 2025 03:19:11 PM	0:03:46		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811189690	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			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 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650811189690			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 05:56:45 PM	19 Jun, 2025 06:13:41 PM	19 Jun, 2025 03:35:46 PM	0:06:00		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650810066372			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 06:23:28 PM	19 Jun, 2025 06:30:13 PM	11 Jun, 2025 01:53:17 AM	0:03:33		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 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
650811204988	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			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 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650811204988			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 06:20:42 PM	19 Jun, 2025 06:34:57 PM	19 Jun, 2025 04:42:35 PM	0:03:56		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 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
650810676463	[redacted]		CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			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 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650810676463			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 06:54:23 PM	19 Jun, 2025 07:06:48 PM	16 Jun, 2025 03:43:09 PM	0:03:27		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 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
650811113347	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650811113347			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 06:44:11 PM	19 Jun, 2025 07:28:13 PM	18 Jun, 2025 08:43:46 PM	0:02:35		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			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 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
650809862132			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 07:13:56 PM	19 Jun, 2025 07:39:11 PM	09 Jun, 2025 08:59:47 PM	0:02:50		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 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
625829793197	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			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 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
625829793197			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 07:48:40 PM	19 Jun, 2025 07:54:16 PM	02 Jun, 2025 06:29:55 PM	0:03:01		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		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
650810980059	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			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 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810980059			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 07:59:57 PM	19 Jun, 2025 08:13:57 PM	18 Jun, 2025 12:30:02 PM	0:02:19		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			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 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650810754488			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 08:23:48 PM	19 Jun, 2025 08:30:40 PM	16 Jun, 2025 08:03:14 PM	0:03:22		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811242102	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			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 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650811242102			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 08:42:40 PM	19 Jun, 2025 08:53:48 PM	19 Jun, 2025 07:45:04 PM	0:03:41		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			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 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650809681367			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 06:00:47 AM	19 Jun, 2025 09:40:48 PM	09 Jun, 2025 05:25:03 AM	0:05:52		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 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
650810621710	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			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 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810621710			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 11:31:04 AM	19 Jun, 2025 10:03:25 PM	16 Jun, 2025 01:06:31 PM	0:02:35		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			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 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810771616			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 11:01:02 PM	19 Jun, 2025 10:07:00 PM	16 Jun, 2025 09:02:59 PM	0:03:01		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		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
650810403335	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			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 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650810403335			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	20 Jun, 2025 12:32:43 PM	20 Jun, 2025 12:45:24 PM	13 Jun, 2025 11:53:44 AM	0:04:16		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 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
650809871317	[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]	20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650809871317			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jun, 2025 01:21:52 PM	20 Jun, 2025 01:51:57 PM	09 Jun, 2025 09:41:41 PM	0:04:10		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			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 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650811260431			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jun, 2025 02:16:36 PM	20 Jun, 2025 02:19:59 PM	19 Jun, 2025 09:22:17 PM	0:02:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650809956141	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			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 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650809956141			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jun, 2025 02:11:15 PM	20 Jun, 2025 02:24:45 PM	10 Jun, 2025 03:56:18 PM	0:03:28		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 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
650810886548	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			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 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650810886548			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jun, 2025 02:45:50 PM	20 Jun, 2025 03:15:09 PM	17 Jun, 2025 05:10:35 PM	0:02:57		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074			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 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811189074		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650811189074		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jun, 2025 03:34:13 PM	20 Jun, 2025 03:37:39 PM	19 Jun, 2025 03:33:17 PM	0:02:46		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		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 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650809614729		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jun, 2025 04:18:13 PM	20 Jun, 2025 04:33:02 PM	06 Jun, 2025 10:45:15 PM	0:03:48		Internal
650810724708		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		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
650810724708	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708			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 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
650810724708			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jun, 2025 05:02:22 PM	20 Jun, 2025 05:12:32 PM	16 Jun, 2025 06:15:03 PM	0:03:42		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829882449	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			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 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
625829882449			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:30:01 PM	03 Jun, 2025 11:48:52 AM	0:03:24		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			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 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811340864			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jun, 2025 06:40:01 PM	20 Jun, 2025 06:49:53 PM	20 Jun, 2025 03:41:44 PM	0:04:08		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811292443	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			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 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811292443			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jun, 2025 07:00:13 PM	20 Jun, 2025 07:11:19 PM	20 Jun, 2025 01:14:18 PM	0:04:53		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 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
650811391016	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			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 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650811391016			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jun, 2025 07:20:17 PM	20 Jun, 2025 07:31:52 PM	20 Jun, 2025 06:45:15 PM	0:03:19		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650809761435			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				20 Jun, 2025 07:51:34 PM	20 Jun, 2025 08:02:25 PM	09 Jun, 2025 03:56:42 PM	0:05:09		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 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
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
650810680984			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jun, 2025 08:13:49 PM	20 Jun, 2025 08:24:25 PM	16 Jun, 2025 04:24:04 PM	0:03:35		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		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
625829693467	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
625829693467			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jun, 2025 08:32:53 PM	20 Jun, 2025 08:41:00 PM	02 Jun, 2025 02:23:31 PM	0:03:39		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			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 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811449006			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jun, 2025 01:21:45 PM	21 Jun, 2025 01:43:44 PM	20 Jun, 2025 10:13:28 PM	0:04:49		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 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
650811365075	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			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 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811365075			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jun, 2025 02:16:52 PM	21 Jun, 2025 02:27:28 PM	20 Jun, 2025 04:58:32 PM	0:03:25		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 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
650811292067	[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]	22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811292067			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jun, 2025 02:38:36 PM	22 Jun, 2025 02:50:36 PM	20 Jun, 2025 01:03:13 PM	0:05:41		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			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		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811425171			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jun, 2025 02:57:20 PM	22 Jun, 2025 03:17:15 PM	20 Jun, 2025 08:25:59 PM	0:02:28		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 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
650811437707	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			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 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811437707			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	22 Jun, 2025 03:26:22 PM	22 Jun, 2025 03:41:41 PM	20 Jun, 2025 09:15:42 PM	0:03:29		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			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 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
650811331226			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	22 Jun, 2025 04:33:47 PM	22 Jun, 2025 04:43:25 PM	20 Jun, 2025 03:13:55 PM	0:03:35		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		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
625829848749	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			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 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
625829848749			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jun, 2025 05:06:15 PM	22 Jun, 2025 05:15:28 PM	02 Jun, 2025 09:11:39 PM	0:04:55		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 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
650811338633	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			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 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811338633			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 01:13:12 AM	23 Jun, 2025 01:35:09 AM	20 Jun, 2025 03:36:06 PM	0:02:28		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			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 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811030396			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 01:50:09 AM	23 Jun, 2025 02:06:20 AM	18 Jun, 2025 03:52:48 PM	0:04:01		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 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
650811495441	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			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 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650811495441			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 01:12:41 PM	22 Jun, 2025 02:10:37 PM	0:03:21		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			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 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			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 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 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
650810932723	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650810932723			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 11:31:35 PM	23 Jun, 2025 01:19:31 PM	17 Jun, 2025 08:24:58 PM	0:03:37		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			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 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811125302			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jun, 2025 02:01:09 AM	23 Jun, 2025 01:32:11 PM	18 Jun, 2025 09:48:40 PM	0:03:51		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 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
650811363910	[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]	21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			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 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650811363910			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jun, 2025 10:31:05 AM	23 Jun, 2025 01:42:15 PM	20 Jun, 2025 05:17:38 PM	0:05:14		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			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 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810685735			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 07:01:02 PM	23 Jun, 2025 01:51:08 PM	16 Jun, 2025 04:33:47 PM	0:03:05		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 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
650810787955	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			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		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650810787955			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 07:31:12 PM	23 Jun, 2025 01:59:52 PM	16 Jun, 2025 09:54:32 PM	0:02:12		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			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 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650811513156			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 02:01:05 AM	23 Jun, 2025 02:02:14 PM	23 Jun, 2025 01:04:17 AM	0:05:26		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			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 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650810180479			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 01:51:59 PM	23 Jun, 2025 02:03:45 PM	11 Jun, 2025 07:08:27 PM	0:02:47		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			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 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811217188	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650811217188			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 02:15:45 PM	23 Jun, 2025 02:25:33 PM	19 Jun, 2025 05:41:05 PM	0:04:15		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			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		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650810857231			CTE_Bus_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 03:31:07 PM	23 Jun, 2025 02:25:42 PM	17 Jun, 2025 04:08:58 PM	0:08:29		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811540087	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			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 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811540087			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 02:01:22 PM	23 Jun, 2025 02:39:47 PM	23 Jun, 2025 01:53:04 PM	0:03:33		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			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 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811501934			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 03:14:29 PM	23 Jun, 2025 03:17:29 PM	22 Jun, 2025 05:41:20 PM	0:02:57		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 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
650811221391	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			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 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			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 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811221391			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 03:21:20 PM	19 Jun, 2025 06:19:22 PM	0:05:41		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			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 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811301448	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811301448			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 02:55:39 PM	23 Jun, 2025 03:44:30 PM	20 Jun, 2025 01:40:40 PM	0:03:07		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			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 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650811439380			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 03:22:02 PM	23 Jun, 2025 04:02:57 PM	20 Jun, 2025 09:22:21 PM	0:07:47		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 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
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			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 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810975272			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 03:53:51 PM	23 Jun, 2025 04:03:15 PM	18 Jun, 2025 12:02:07 PM	0:02:34		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			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 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			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 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810891414			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 11:31:36 PM	23 Jun, 2025 04:14:27 PM	17 Jun, 2025 05:44:32 PM	0:02:51		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		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
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			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 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650810216423			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jun, 2025 02:30:54 AM	23 Jun, 2025 04:45:45 PM	11 Jun, 2025 09:22:34 PM	0:03:58		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			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 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811533539			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 02:01:24 PM	23 Jun, 2025 04:53:27 PM	23 Jun, 2025 01:30:52 PM	0:03:23		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		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
650811191437		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811191437		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jun, 2025 10:01:13 PM	23 Jun, 2025 04:58:08 PM	19 Jun, 2025 03:43:59 PM	0:03:36		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		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		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650811422931		CTE_Bus_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 04:58:43 PM	23 Jun, 2025 05:03:35 PM	20 Jun, 2025 08:20:31 PM	0:02:42		Internal
650810863429		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650810863429	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429			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 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650810863429			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 04:34:46 PM	23 Jun, 2025 05:13:26 PM	17 Jun, 2025 03:53:33 PM	0:04:00		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 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
650811266581	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			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 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811266581			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 05:16:04 PM	23 Jun, 2025 05:18:30 PM	19 Jun, 2025 10:27:15 PM	0:02:26		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			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 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811503677			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 06:01:07 AM	23 Jun, 2025 05:41:20 PM	22 Jun, 2025 06:51:59 PM	0:06:19		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 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
650811304238	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			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		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650811304238			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 05:42:26 PM	23 Jun, 2025 05:47:46 PM	20 Jun, 2025 01:53:49 PM	0:02:23		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		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
650810158573	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			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 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650810158573			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	23 Jun, 2025 05:35:11 PM	23 Jun, 2025 05:50:10 PM	11 Jun, 2025 05:25:06 PM	0:04:14		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			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 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811502406			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	22 Jun, 2025 06:31:05 PM	23 Jun, 2025 05:51:52 PM	22 Jun, 2025 05:59:43 PM	0:03:55		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 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
650811122042	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			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 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811122042			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 06:00:28 PM	23 Jun, 2025 06:04:56 PM	18 Jun, 2025 09:28:48 PM	0:02:25		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			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 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811490423			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jun, 2025 02:31:03 PM	23 Jun, 2025 06:17:07 PM	22 Jun, 2025 08:09:14 AM	0:03:52		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 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
650811236093	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			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 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
650811236093			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 06:15:09 PM	23 Jun, 2025 06:17:55 PM	19 Jun, 2025 07:19:09 PM	0:02:31		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 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
651779559348	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
651779559348			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 06:01:35 PM	23 Jun, 2025 07:04:13 PM	23 Jun, 2025 02:47:17 PM	0:05:14		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			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 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
650811305473			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 07:16:14 PM	23 Jun, 2025 07:21:46 PM	20 Jun, 2025 01:59:21 PM	0:02:47		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651779647220	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			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 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
651779647220			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 07:28:47 PM	23 Jun, 2025 07:45:51 PM	23 Jun, 2025 07:12:42 PM	0:04:41		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			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 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650810758014			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 07:00:50 AM	23 Jun, 2025 08:20:48 PM	16 Jun, 2025 08:10:14 PM	0:02:25		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		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
650811488710	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			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 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
650811488710			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	23 Jun, 2025 08:20:27 PM	23 Jun, 2025 08:35:13 PM	22 Jun, 2025 02:43:49 AM	0:04:26		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 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
651779675406	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			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 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
651779675406			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 08:53:10 PM	23 Jun, 2025 09:12:31 PM	23 Jun, 2025 08:23:39 PM	0:03:17		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			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 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
650811269568			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jun, 2025 02:31:03 AM	23 Jun, 2025 09:22:49 PM	19 Jun, 2025 11:54:21 PM	0:02:12		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 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
651779599648	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			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 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779599648			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 09:19:29 PM	23 Jun, 2025 09:35:21 PM	23 Jun, 2025 04:52:57 PM	0:06:05		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			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 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779669144			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 09:46:00 PM	23 Jun, 2025 09:55:01 PM	23 Jun, 2025 08:05:17 PM	0:02:52		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651779690287	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			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 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
651779690287			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 10:00:06 PM	23 Jun, 2025 10:12:12 PM	23 Jun, 2025 09:11:32 PM	0:02:09		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894504895		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 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895		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 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895		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 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
623894504895		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 May, 2025 10:03:27 PM	24 Jun, 2025 12:31:13 PM	01 May, 2025 07:38:22 PM	0:09:31		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		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 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811383394		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 01:13:55 PM	24 Jun, 2025 01:32:47 PM	20 Jun, 2025 06:02:15 PM	0:03:48		Internal
650811506593		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 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
650811506593	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593			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 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650811506593			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 01:32:30 PM	24 Jun, 2025 01:35:50 PM	22 Jun, 2025 08:49:55 PM	0:02:43		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 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
650810975263	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			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 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650810975263			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 01:44:58 PM	24 Jun, 2025 01:48:10 PM	18 Jun, 2025 12:00:55 PM	0:02:38		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			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		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811503654			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 02:13:56 PM	24 Jun, 2025 02:16:47 PM	22 Jun, 2025 06:47:42 PM	0:02:10		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 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
650811507233	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			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 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811507233			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 02:35:45 PM	24 Jun, 2025 02:39:40 PM	22 Jun, 2025 09:15:19 PM	0:02:04		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811336383	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811336383			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 02:59:56 PM	24 Jun, 2025 03:22:34 PM	20 Jun, 2025 03:29:09 PM	0:05:00		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650811296695			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		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
650811296695		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 03:33:17 PM	24 Jun, 2025 03:59:22 PM	20 Jun, 2025 01:23:28 PM	0:03:53		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		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 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650810584314		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 03:26:12 PM	24 Jun, 2025 04:12:02 PM	15 Jun, 2025 11:13:43 AM	0:03:32		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		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		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811536713		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 02:01:38 PM	24 Jun, 2025 04:23:47 PM	23 Jun, 2025 01:45:27 PM	0:04:54		Internal
650811455954		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	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
650811455954	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
650811455954			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 04:31:58 PM	24 Jun, 2025 04:47:37 PM	21 Jun, 2025 01:02:16 AM	0:04:26		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 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
651779603912	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			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 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
651779603912			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 05:07:43 PM	24 Jun, 2025 05:11:08 PM	23 Jun, 2025 04:24:36 PM	0:02:55		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			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 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811455350			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		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
650811455350		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 05:14:26 PM	24 Jun, 2025 05:17:06 PM	21 Jun, 2025 12:37:08 AM	0:02:20		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		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 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
650811514040		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 05:23:10 PM	24 Jun, 2025 05:27:35 PM	23 Jun, 2025 02:01:17 AM	0:03:37		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		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
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		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		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
651779780728		CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 05:34:32 PM	24 Jun, 2025 05:39:51 PM	24 Jun, 2025 03:38:55 PM	0:04:29		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811215562	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562			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 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811215562			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 05:44:18 PM	24 Jun, 2025 05:48:57 PM	19 Jun, 2025 05:34:22 PM	0:03:07		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
650811365506			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 05:42:38 PM	24 Jun, 2025 05:49:05 PM	20 Jun, 2025 05:03:03 PM	0:03:10		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651779715609	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			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 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779715609			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 05:59:38 PM	24 Jun, 2025 01:12:44 AM	0:03:24		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			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 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779695103			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 03:31:25 AM	24 Jun, 2025 06:17:10 PM	23 Jun, 2025 09:26:43 PM	0:07:30		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		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
651779605845	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			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 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779605845			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 08:12:13 PM	24 Jun, 2025 08:24:39 PM	23 Jun, 2025 05:11:53 PM	0:03:56		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			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 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779853264			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 08:40:11 PM	24 Jun, 2025 08:45:41 PM	24 Jun, 2025 08:14:26 PM	0:06:53		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 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
651779833303	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			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 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779833303			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 08:51:21 PM	24 Jun, 2025 09:02:17 PM	24 Jun, 2025 07:19:57 PM	0:02:22		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040			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 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		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
651779726040		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
651779726040		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 09:15:21 PM	24 Jun, 2025 09:23:49 PM	24 Jun, 2025 12:18:24 PM	0:05:48		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650811355661		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 09:31:31 PM	24 Jun, 2025 09:49:30 PM	20 Jun, 2025 04:30:44 PM	0:02:52		Internal
650810897418		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		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
650810897418	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
650810897418			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	24 Jun, 2025 10:04:27 PM	24 Jun, 2025 10:28:50 PM	17 Jun, 2025 06:05:40 PM	0:05:48		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			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 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779726391			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 11:31:01 AM	24 Jun, 2025 12:28:35 PM	0:02:19		Internal
651779703805			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		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 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
651779703805		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 03:31:27 AM	25 Jun, 2025 11:37:26 AM	23 Jun, 2025 10:08:34 PM	0:06:53		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		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 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811522251		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 11:41:26 AM	23 Jun, 2025 12:30:34 PM	0:03:45		Internal
650811204978		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 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
650811204978	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978			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 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811204978			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 11:43:44 AM	25 Jun, 2025 11:49:58 AM	19 Jun, 2025 04:42:53 PM	0:02:27		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			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 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811031275			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 07:31:14 PM	25 Jun, 2025 11:59:40 AM	18 Jun, 2025 03:54:49 PM	0:05:29		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 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
650811297364	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			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 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811297364			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 12:00:50 PM	25 Jun, 2025 12:05:46 PM	20 Jun, 2025 01:26:22 PM	0:02:22		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 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
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			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 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811113987			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 03:31:29 PM	25 Jun, 2025 12:09:29 PM	18 Jun, 2025 08:45:43 PM	0:06:18		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			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 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650811442231			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 12:11:17 PM	25 Jun, 2025 12:16:31 PM	20 Jun, 2025 09:35:02 PM	0:02:46		Internal
650810628797			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		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
650810628797		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797		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 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
650810628797		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 09:31:05 PM	25 Jun, 2025 12:19:24 PM	16 Jun, 2025 02:00:33 PM	0:06:56		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		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 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
651779865923		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 12:02:05 PM	25 Jun, 2025 12:29:00 PM	24 Jun, 2025 08:57:37 PM	0:06:03		Internal
650811318641		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
650811318641		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
650811318641		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
650811318641		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
650811318641		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
650811318641		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 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
6508113186	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508113186			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 12:32:23 PM	25 Jun, 2025 12:35:04 PM	20 Jun, 2025 02:48:05 PM	0:02:35		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
6508110654			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		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811065402	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
650811065402			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
650811065402			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 07:31:24 AM	25 Jun, 2025 12:49:35 PM	18 Jun, 2025 06:01:23 PM	0:05:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			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 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			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 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650810832297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jun, 2025 03:01:11 PM	25 Jun, 2025 01:39:39 PM	17 Jun, 2025 02:22:22 PM	0:02:44		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		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
650811538190	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			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		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650811538190			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 02:01:38 PM	25 Jun, 2025 03:01:16 PM	23 Jun, 2025 01:51:20 PM	0:05:38		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			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 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650809923824			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 02:04:03 PM	25 Jun, 2025 03:15:47 PM	10 Jun, 2025 02:08:49 PM	0:03:15		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		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
650811332404	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			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 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811332404			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 03:22:23 PM	25 Jun, 2025 03:25:56 PM	20 Jun, 2025 03:15:30 PM	0:02:01		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 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
650811358826	[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]	25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			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 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811358826			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 03:29:55 PM	25 Jun, 2025 03:32:52 PM	20 Jun, 2025 04:38:13 PM	0:02:07		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			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 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
650811519626			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 02:01:24 PM	25 Jun, 2025 03:38:23 PM	23 Jun, 2025 11:48:11 AM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 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
651779945113	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			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 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779945113			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 03:25:52 PM	25 Jun, 2025 03:41:22 PM	25 Jun, 2025 01:58:47 PM	0:03:16		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		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
651779597804	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
651779597804			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 03:40:30 PM	25 Jun, 2025 03:44:12 PM	23 Jun, 2025 04:46:06 PM	0:02:52		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			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 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
625829655735			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:47:21 PM	02 Jun, 2025 12:42:06 PM	0:02:44		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 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
650811422314	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			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 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
650811422314			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 03:49:30 PM	25 Jun, 2025 03:54:36 PM	20 Jun, 2025 08:17:43 PM	0:03:02		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
625829655629			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jun, 2025 01:30:52 PM	25 Jun, 2025 03:57:04 PM	02 Jun, 2025 12:40:23 PM	0:02:23		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811537695	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			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 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
650811537695			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 04:00:26 PM	25 Jun, 2025 04:03:22 PM	23 Jun, 2025 01:17:43 PM	0:02:18		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 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
651779706455	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			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 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
651779706455			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 03:45:25 PM	25 Jun, 2025 04:17:29 PM	23 Jun, 2025 10:14:04 PM	0:03:30		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			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 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
650810608821			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 01:31:09 PM	25 Jun, 2025 04:36:34 PM	16 Jun, 2025 12:04:43 PM	0:03:21		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 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
651779876754	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			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 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779876754			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 04:24:04 PM	25 Jun, 2025 04:42:12 PM	24 Jun, 2025 09:25:53 PM	0:03:08		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		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
651779760794		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794		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		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
651779760794		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 04:53:45 PM	24 Jun, 2025 02:26:26 PM	0:06:29		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		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 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811289528		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 04:48:15 PM	25 Jun, 2025 04:57:24 PM	20 Jun, 2025 12:49:48 PM	0:03:11		Internal
650811008324		CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324		CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324		CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324		CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324		CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324		CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324		CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324		CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324		CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324		CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811008324	[redacted]		CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
650811008324			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 04:58:44 PM	25 Jun, 2025 05:02:29 PM	18 Jun, 2025 02:29:51 PM	0:02:22		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 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
651779625514	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			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 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779625514			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 05:02:45 PM	25 Jun, 2025 05:09:29 PM	23 Jun, 2025 05:30:34 PM	0:03:47		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
651779560361			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 05:06:50 PM	25 Jun, 2025 05:13:13 PM	23 Jun, 2025 02:52:43 PM	0:03:09		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 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
650811417732	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			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 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811417732			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 05:17:17 PM	25 Jun, 2025 05:21:37 PM	20 Jun, 2025 07:53:06 PM	0:03:05		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 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
650811306149	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			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 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
650811306149			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 05:26:31 PM	25 Jun, 2025 05:36:37 PM	20 Jun, 2025 01:51:06 PM	0:02:04		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			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 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
651779883909			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 11:31:25 PM	25 Jun, 2025 05:49:19 PM	24 Jun, 2025 10:10:06 PM	0:04:51		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		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
650811269970	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			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 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
650811269970			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 05:44:02 PM	25 Jun, 2025 05:53:56 PM	20 Jun, 2025 12:10:25 AM	0:02:49		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
651779846464			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 05:56:26 PM	25 Jun, 2025 06:04:50 PM	24 Jun, 2025 07:55:00 PM	0:02:51		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Typ	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829240796	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			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 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
625829240796			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	20 Jun, 2025 01:11:46 PM	25 Jun, 2025 06:06:22 PM	29 May, 2025 02:43:59 PM	0:02:52		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		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
650810144371	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			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 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
650810144371			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	25 Jun, 2025 06:16:10 PM	25 Jun, 2025 06:23:09 PM	11 Jun, 2025 04:28:52 PM	0:02:38		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			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 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651780010815			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	25 Jun, 2025 06:33:29 PM	25 Jun, 2025 06:40:36 PM	25 Jun, 2025 06:03:13 PM	0:03:52		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 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
651779942635	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			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 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779942635			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 06:48:40 PM	25 Jun, 2025 07:02:52 PM	25 Jun, 2025 01:51:25 PM	0:03:47		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		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
651779791519	[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]	24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			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 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
651779791519			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 07:31:33 PM	25 Jun, 2025 07:21:50 PM	24 Jun, 2025 04:38:58 PM	0:03:39		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			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 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
650811341622			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 07:15:22 PM	25 Jun, 2025 07:24:31 PM	20 Jun, 2025 03:46:20 PM	0:05:45		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		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
651779827206	[redacted]		CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			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 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
651779827206			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 03:59:24 PM	25 Jun, 2025 08:36:58 PM	24 Jun, 2025 06:34:34 PM	0:05:02		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			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 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
650810193754			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jun, 2025 06:30:59 PM	25 Jun, 2025 10:20:38 PM	11 Jun, 2025 07:51:16 PM	0:06:24		Internal
651779603771			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal

Master Contact	Agent Name	Team	Skill	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651779603771	[redacted]	[redacted]	CTE_Res_Billing	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779603771			CTE_Res_Billing	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	25 Jun, 2025 11:23:25 PM	25 Jun, 2025 11:28:01 PM	23 Jun, 2025 05:05:56 PM	0:03:13		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274			CTE_Res_FT	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		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
651779590274		CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274		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		26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274		CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
651779590274		CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jun, 2025 12:15:32 PM	26 Jun, 2025 12:24:21 PM	23 Jun, 2025 03:43:18 PM	0:03:03		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650811341991		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jun, 2025 12:39:19 PM	26 Jun, 2025 01:08:01 PM	20 Jun, 2025 03:47:21 PM	0:02:50		Internal
650810913987		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650810913987	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987			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 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
650810913987			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jun, 2025 11:31:23 AM	26 Jun, 2025 01:20:06 PM	17 Jun, 2025 06:56:56 PM	0:02:00		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
651779713509			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jun, 2025 01:13:26 PM	26 Jun, 2025 01:22:12 PM	24 Jun, 2025 12:15:38 AM	0:02:11		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		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
650810988699	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
650810988699			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	26 Jun, 2025 01:34:09 PM	26 Jun, 2025 01:44:57 PM	18 Jun, 2025 01:15:07 PM	0:03:24		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		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
651779917201	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779917201			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	26 Jun, 2025 02:14:14 PM	26 Jun, 2025 02:18:56 PM	25 Jun, 2025 12:04:25 PM	0:03:13		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
651779875103			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	26 Jun, 2025 02:01:21 PM	26 Jun, 2025 02:19:51 PM	24 Jun, 2025 09:39:02 PM	0:02:49		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811455526	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
650811455526			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jun, 2025 02:25:03 PM	26 Jun, 2025 02:35:27 PM	21 Jun, 2025 12:44:39 AM	0:05:32		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		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
651779694854	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			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 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
651779694854			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 03:33:46 PM	26 Jun, 2025 02:44:49 PM	23 Jun, 2025 09:28:07 PM	0:06:45		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
650810917236			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jun, 2025 03:31:54 PM	26 Jun, 2025 03:40:26 PM	17 Jun, 2025 07:02:20 PM	0:03:48		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 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
651780140783	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780140783			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jun, 2025 04:15:22 PM	26 Jun, 2025 04:20:10 PM	26 Jun, 2025 03:52:07 PM	0:03:50		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			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 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 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
651780144526	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
651780144526			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jun, 2025 04:25:55 PM	26 Jun, 2025 04:58:16 PM	26 Jun, 2025 04:03:32 PM	0:02:15		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650809690515			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jun, 2025 05:09:15 PM	26 Jun, 2025 05:27:29 PM	09 Jun, 2025 12:13:11 PM	0:02:33		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		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
650811351760	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811351760			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	26 Jun, 2025 05:36:22 PM	26 Jun, 2025 05:49:59 PM	20 Jun, 2025 04:17:35 PM	0:02:45		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
650811342682			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	26 Jun, 2025 06:03:53 PM	26 Jun, 2025 06:12:26 PM	20 Jun, 2025 03:49:14 PM	0:02:42		Internal
625829997169			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal

Master Contact		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
625829997169	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		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		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
625829997169		CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jun, 2025 06:34:11 PM	26 Jun, 2025 06:41:29 PM	03 Jun, 2025 05:50:50 PM	0:04:42		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 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
650811320358	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358			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		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
650811320358			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jun, 2025 06:57:44 PM	26 Jun, 2025 07:06:37 PM	20 Jun, 2025 02:36:37 PM	0:02:28		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			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		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651780154161			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jun, 2025 07:23:15 PM	26 Jun, 2025 07:31:13 PM	26 Jun, 2025 03:59:40 PM	0:03:12		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 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
651779960003	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			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 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779960003			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				26 Jun, 2025 10:01:12 AM	26 Jun, 2025 07:58:38 PM	25 Jun, 2025 02:52:05 PM	0:04:47		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			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 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651779729179			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jun, 2025 12:01:16 PM	27 Jun, 2025 12:43:37 PM	24 Jun, 2025 12:28:57 PM	0:03:08		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		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
651780235554	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
651780235554			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	27 Jun, 2025 09:01:19 AM	27 Jun, 2025 12:45:56 PM	26 Jun, 2025 09:13:52 PM	0:06:55		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			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 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811141941			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		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
650811141941	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	20 Jun, 2025 06:01:04 AM	27 Jun, 2025 12:59:07 PM	19 Jun, 2025 11:27:34 AM	0:02:47		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			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 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650811489778			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	22 Jun, 2025 06:31:06 AM	27 Jun, 2025 01:18:48 PM	22 Jun, 2025 05:12:24 AM	0:07:43		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		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
650810370379	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			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 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
650810370379			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	27 Jun, 2025 01:02:26 PM	27 Jun, 2025 01:28:06 PM	12 Jun, 2025 08:49:58 PM	0:04:02		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
651779802662			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	26 Jun, 2025 02:01:23 PM	27 Jun, 2025 01:31:01 PM	24 Jun, 2025 05:19:34 PM	0:03:10		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 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
625830471919	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			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 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
625830471919			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jun, 2025 02:20:23 PM	27 Jun, 2025 02:25:06 PM	06 Jun, 2025 01:32:13 PM	0:05:23		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		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
650811150181	[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	27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			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 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
650811150181			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	27 Jun, 2025 02:41:09 PM	27 Jun, 2025 02:51:36 PM	19 Jun, 2025 12:42:05 PM	0:02:53		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			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 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
651779992452			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	27 Jun, 2025 03:03:50 PM	27 Jun, 2025 03:11:52 PM	25 Jun, 2025 04:36:52 PM	0:03:48		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		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
625829779351	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			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		27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829779351			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jun, 2025 05:26:01 PM	27 Jun, 2025 05:38:15 PM	02 Jun, 2025 05:51:52 PM	0:03:43		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			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		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
625829820590			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jun, 2025 05:46:25 PM	27 Jun, 2025 06:00:19 PM	02 Jun, 2025 07:44:00 PM	0:02:59		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		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
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			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 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
651780063659			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jun, 2025 01:01:25 AM	27 Jun, 2025 06:39:36 PM	25 Jun, 2025 09:23:16 PM	0:08:15		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			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		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
650810511357			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jun, 2025 06:06:06 PM	27 Jun, 2025 06:46:48 PM	13 Jun, 2025 07:19:12 PM	0:02:57		Internal
651779965994			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		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
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		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 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
651779965994		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jun, 2025 01:01:13 PM	27 Jun, 2025 07:05:40 PM	25 Jun, 2025 03:25:55 PM	0:02:51		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		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 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
459362956771		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jun, 2025 10:01:31 PM	27 Jun, 2025 09:08:46 PM	25 Jun, 2025 06:31:14 AM	0:09:35		Internal
651779751549		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 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
651779751549	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
651779751549			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jun, 2025 02:01:24 AM	27 Jun, 2025 09:53:28 PM	24 Jun, 2025 02:20:20 PM	0:04:14		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			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		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
650810825335			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jun, 2025 11:31:08 PM	27 Jun, 2025 10:01:05 PM	17 Jun, 2025 01:53:40 PM	0:05:27		Internal
625829990464			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625829990464	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464		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 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625829990464		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jun, 2025 12:09:54 PM	28 Jun, 2025 12:39:19 PM	03 Jun, 2025 05:53:00 PM	0:06:58		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		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		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830390423		CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jun, 2025 08:00:41 AM	28 Jun, 2025 10:30:59 PM	05 Jun, 2025 07:22:37 PM	0:03:42		Internal
625830324818		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		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
625830324818	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
625830324818			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jun, 2025 08:00:48 PM	28 Jun, 2025 10:47:28 PM	05 Jun, 2025 03:19:49 PM	0:08:12		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		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
650809615652	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			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 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
650809615652			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jun, 2025 07:00:15 AM	28 Jun, 2025 11:09:05 PM	06 Jun, 2025 11:09:22 PM	0:04:05		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			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 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
651780384660			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jun, 2025 11:10:50 PM	28 Jun, 2025 11:16:27 PM	27 Jun, 2025 07:38:10 PM	0:02:49		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		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
650809670531	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			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 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
650809670531			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jun, 2025 06:00:28 PM	28 Jun, 2025 11:34:19 PM	08 Jun, 2025 05:50:56 PM	0:07:11		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 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
651780359645	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			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 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
651780359645			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jun, 2025 11:25:09 PM	28 Jun, 2025 11:41:53 PM	27 Jun, 2025 06:36:56 PM	0:02:45		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
650809680987			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 10:00:46 AM	28 Jun, 2025 11:52:37 PM	09 Jun, 2025 04:19:18 AM	0:03:36		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			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 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 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
651780376768	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			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 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780376768			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jun, 2025 11:56:51 PM	29 Jun, 2025 12:01:34 AM	27 Jun, 2025 07:09:01 PM	0:04:22		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			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 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651780271805			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jun, 2025 12:08:56 AM	29 Jun, 2025 12:14:56 AM	27 Jun, 2025 12:49:00 PM	0:02:03		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651779746721	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			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 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779746721			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jun, 2025 12:29:49 AM	29 Jun, 2025 12:35:21 AM	24 Jun, 2025 01:42:42 PM	0:04:04		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	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
651779898691	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			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 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
651779898691			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jun, 2025 12:40:25 AM	29 Jun, 2025 12:51:59 AM	25 Jun, 2025 01:06:13 AM	0:02:12		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			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 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811391922			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jun, 2025 12:56:44 AM	29 Jun, 2025 01:02:09 AM	20 Jun, 2025 06:29:10 PM	0:03:03		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	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
650811519804	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			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 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
650811519804			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jun, 2025 01:10:41 AM	29 Jun, 2025 01:14:59 AM	23 Jun, 2025 11:51:53 AM	0:04:09		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		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
651780406504	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			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 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780406504			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jun, 2025 01:19:03 AM	29 Jun, 2025 01:25:24 AM	27 Jun, 2025 09:04:00 PM	0:02:58		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			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 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780114527			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jun, 2025 01:32:32 AM	29 Jun, 2025 01:36:58 AM	26 Jun, 2025 02:07:00 PM	0:03:40		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		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
651780368611	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			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	29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780368611			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	29 Jun, 2025 01:42:44 AM	29 Jun, 2025 01:49:18 AM	27 Jun, 2025 07:33:41 PM	0:02:46		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			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 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
651780357371			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780357371	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	29 Jun, 2025 02:07:43 AM	29 Jun, 2025 02:13:33 AM	27 Jun, 2025 06:29:02 PM	0:02:55		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			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 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809893712			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jun, 2025 10:30:52 AM	29 Jun, 2025 04:16:17 PM	10 Jun, 2025 12:23:40 PM	0:05:33		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		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
650809788269	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			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	11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809788269			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	11 Jun, 2025 05:00:47 AM	29 Jun, 2025 04:32:49 PM	09 Jun, 2025 05:14:45 PM	0:02:30		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			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	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
650809758347			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	09 Jun, 2025 06:01:13 PM	29 Jun, 2025 07:00:23 PM	09 Jun, 2025 03:48:49 PM	0:02:50		Internal
651779967135			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		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
651779967135		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135		CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651779967135		CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 07:34:21 PM	29 Jun, 2025 09:05:36 PM	25 Jun, 2025 03:40:54 PM	0:02:48		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		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 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
651780129427		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jun, 2025 09:01:17 PM	29 Jun, 2025 09:24:02 PM	26 Jun, 2025 03:08:48 PM	0:09:01		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223		CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 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
650809922223			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223			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		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
650809922223			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jun, 2025 06:30:50 AM	29 Jun, 2025 09:52:03 PM	10 Jun, 2025 02:19:49 PM	0:07:27		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			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 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
625830189710			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Jun, 2025 05:00:45 AM	29 Jun, 2025 09:56:49 PM	04 Jun, 2025 06:06:05 PM	0:04:05		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			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 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650810340382			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jun, 2025 06:00:49 PM	29 Jun, 2025 10:00:53 PM	12 Jun, 2025 07:02:04 PM	0:04:17		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		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
650809691721	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			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		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650809691721			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jun, 2025 02:01:10 PM	29 Jun, 2025 10:53:16 PM	09 Jun, 2025 12:37:56 PM	0:07:32		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			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		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
650811031187			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jun, 2025 10:01:04 AM	29 Jun, 2025 10:59:29 PM	18 Jun, 2025 03:55:17 PM	0:02:17		Internal
651779916561			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		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		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
651779916561		CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jun, 2025 02:01:26 AM	29 Jun, 2025 11:10:40 PM	25 Jun, 2025 12:00:33 PM	0:02:07		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		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 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650811489567		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jun, 2025 06:31:08 AM	29 Jun, 2025 11:15:48 PM	22 Jun, 2025 04:41:16 AM	0:03:01		Internal
650809761683		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 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
650809761683	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650809761683			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jun, 2025 11:00:35 AM	29 Jun, 2025 11:37:28 PM	09 Jun, 2025 04:17:38 PM	0:07:02		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			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 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
650810606590			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 01:31:06 PM	30 Jun, 2025 01:16:03 AM	16 Jun, 2025 11:31:22 AM	0:04:40		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		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
651780101877	[redacted]	[redacted]	CTE_Bus_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780101877			CTE_Bus_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jun, 2025 10:31:06 AM	30 Jun, 2025 02:04:22 PM	26 Jun, 2025 01:02:30 PM	0:08:16		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780461895	[redacted]	[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]	29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780461895			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jun, 2025 06:00:45 PM	30 Jun, 2025 02:27:26 PM	29 Jun, 2025 04:50:54 PM	0:04:18		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			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 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jun, 2025 09:01:15 PM	30 Jun, 2025 02:38:55 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			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		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
651780479871			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jun, 2025 12:31:31 PM	30 Jun, 2025 05:25:29 PM	30 Jun, 2025 12:24:47 PM	0:03:04		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 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
650809846053	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			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 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
650809846053			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jun, 2025 06:13:39 PM	30 Jun, 2025 06:16:16 PM	09 Jun, 2025 08:17:44 PM	0:03:53		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			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		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780462890			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jun, 2025 10:00:42 PM	30 Jun, 2025 06:17:14 PM	29 Jun, 2025 05:43:32 PM	0:04:14		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		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
651780594685	[redacted]		CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			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 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780594685			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jun, 2025 07:21:23 PM	30 Jun, 2025 07:27:31 PM	30 Jun, 2025 06:10:36 PM	0:03:35		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651780142035			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jun, 2025 05:01:20 AM	30 Jun, 2025 07:28:38 PM	26 Jun, 2025 03:56:28 PM	0:02:31		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 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
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
651779636392			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 07:31:28 AM	30 Jun, 2025 07:32:52 PM	23 Jun, 2025 06:37:54 PM	0:04:42		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			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 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650811514674			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jun, 2025 10:01:08 AM	30 Jun, 2025 07:33:52 PM	23 Jun, 2025 02:51:38 AM	0:03:28		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		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
650810808573	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			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	18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
650810808573			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	18 Jun, 2025 11:31:05 AM	30 Jun, 2025 08:15:55 PM	17 Jun, 2025 12:34:07 PM	0:05:55		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			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 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
625830236257			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	05 Jun, 2025 09:00:44 AM	30 Jun, 2025 08:21:35 PM	04 Jun, 2025 08:43:30 PM	0:02:29		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		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
651780606970	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			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		30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
651780606970			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jun, 2025 08:15:59 PM	30 Jun, 2025 08:24:41 PM	30 Jun, 2025 06:42:37 PM	0:06:58		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			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 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650810613829			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jun, 2025 01:31:08 PM	30 Jun, 2025 08:30:11 PM	16 Jun, 2025 01:03:23 PM	0:06:35		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		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
650809795862	[redacted]		CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			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		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650809795862			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				10 Jun, 2025 11:00:35 AM	30 Jun, 2025 08:42:01 PM	09 Jun, 2025 05:51:25 PM	0:06:08		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			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		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
650810419915			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jun, 2025 06:00:50 PM	30 Jun, 2025 08:59:04 PM	13 Jun, 2025 01:39:59 PM	0:06:46		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		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
651780473453	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780473453			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	30 Jun, 2025 08:31:32 AM	30 Jun, 2025 11:29:23 PM	30 Jun, 2025 06:03:11 AM	0:04:50		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			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 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780388044			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	28 Jun, 2025 02:31:04 PM	30 Jun, 2025 11:56:43 PM	27 Jun, 2025 07:50:00 PM	0:02:33		Internal
651780533098			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		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
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		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		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780533098		CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jun, 2025 11:57:38 PM	01 Jul, 2025 12:13:54 AM	30 Jun, 2025 03:33:47 PM	0:05:28		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		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 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 PM	0:02:52		Internal
651780062468		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jun, 2025 01:01:13 PM	01 Jul, 2025 12:20:13 AM	25 Jun, 2025 09:18:27 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
651779660285	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			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 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651779660285			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jul, 2025 12:15:49 AM	01 Jul, 2025 12:21:34 AM	23 Jun, 2025 07:43:10 PM	0:04:09		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651780110961			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jun, 2025 06:01:27 PM	01 Jul, 2025 12:31:28 AM	26 Jun, 2025 01:50:22 PM	0:03:29		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			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		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779663221			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jul, 2025 12:29:30 AM	01 Jul, 2025 12:37:13 AM	23 Jun, 2025 08:30:39 PM	0:04:41		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			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 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779582819			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jul, 2025 12:37:31 AM	01 Jul, 2025 12:45:40 AM	23 Jun, 2025 03:57:07 PM	0:04:09		Internal
651779962843			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal

REDACTED

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		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 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779962843		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 07:34:18 PM	01 Jul, 2025 12:50:12 AM	25 Jun, 2025 03:12:55 PM	0:02:18		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		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 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal
651779604045		CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jul, 2025 01:06:16 AM	01 Jul, 2025 01:11:16 AM	23 Jun, 2025 05:07:01 PM	0:04:02		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		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 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811535766		CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jun, 2025 03:31:29 AM	01 Jul, 2025 01:11:36 AM	23 Jun, 2025 01:06:35 PM	0:04:28		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		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
650811530091	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091			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		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811530091			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jun, 2025 11:31:21 AM	01 Jul, 2025 01:21:39 AM	23 Jun, 2025 01:25:59 PM	0:04:03		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			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 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
650811507541			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jun, 2025 10:31:06 PM	01 Jul, 2025 01:46:10 AM	22 Jun, 2025 09:28:23 PM	0:02:20		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		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
651780482228	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			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	30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780482228			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	30 Jun, 2025 12:31:50 PM	01 Jul, 2025 12:32:51 PM	30 Jun, 2025 12:14:48 PM	0:03:02		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			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	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780529474			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	30 Jun, 2025 04:31:59 PM	01 Jul, 2025 12:49:45 PM	30 Jun, 2025 03:44:14 PM	0:07:34		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 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
651780689008	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			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 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780689008			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jul, 2025 06:02:04 AM	01 Jul, 2025 01:04:55 PM	01 Jul, 2025 02:48:35 AM	0:02:30		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656934			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jul, 2025 02:02:07 AM	01 Jul, 2025 01:46:24 PM	30 Jun, 2025 08:51:25 PM	0:07:46		Internal
651780656913			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		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
651780666913	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780666913			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	01 Jul, 2025 06:44:20 PM	01 Jul, 2025 06:46:48 PM	30 Jun, 2025 09:23:12 PM	0:02:40		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 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
651780283924	[redacted]		CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780283924			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jul, 2025 07:06:31 PM	01 Jul, 2025 07:10:29 PM	27 Jun, 2025 02:07:10 PM	0:04:21		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			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 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780839334			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jul, 2025 07:50:54 PM	01 Jul, 2025 07:56:59 PM	01 Jul, 2025 07:42:53 PM	0:02:05		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780821523	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			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		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780821523			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 11:40:43 AM	02 Jul, 2025 12:00:24 PM	01 Jul, 2025 06:18:45 PM	0:03:33		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 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
651780751916	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			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 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780751916			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 12:05:14 PM	02 Jul, 2025 12:11:10 PM	01 Jul, 2025 03:06:29 PM	0:02:45		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780384020	[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]	02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			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 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780384020			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 12:48:02 PM	02 Jul, 2025 12:54:43 PM	27 Jun, 2025 07:58:35 PM	0:03:24		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			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 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780907930			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 12:37:10 PM	02 Jul, 2025 12:54:47 PM	02 Jul, 2025 12:13:08 PM	0:02:36		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		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
651780481427	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			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 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780481427			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 01:18:18 PM	02 Jul, 2025 01:21:55 PM	30 Jun, 2025 12:45:14 PM	0:03:50		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			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 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780871391			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 01:38:16 PM	02 Jul, 2025 01:52:36 PM	01 Jul, 2025 09:11:04 PM	0:03:04		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		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
651780613393	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			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 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			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 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780613393			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:22:06 PM	30 Jun, 2025 06:54:18 PM	0:02:55		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	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
651780471661	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			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 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780471661			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 02:36:35 PM	02 Jul, 2025 02:44:21 PM	30 Jun, 2025 02:39:55 AM	0:02:33		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			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 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			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 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780507637			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jul, 2025 02:02:28 PM	02 Jul, 2025 02:55:08 PM	30 Jun, 2025 02:45:15 PM	0:04:13		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780885390	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			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 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780885390			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jul, 2025 10:02:14 PM	02 Jul, 2025 04:08:25 PM	01 Jul, 2025 09:52:27 PM	0:03:10		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			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 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780518926			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 04:15:29 PM	30 Jun, 2025 02:17:12 PM	0:03:32		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		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
651780812807	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			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 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780812807			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 02:51:20 PM	02 Jul, 2025 04:45:32 PM	01 Jul, 2025 06:38:01 PM	0:04:29		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 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
651780272273	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			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 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780272273			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 04:48:49 PM	02 Jul, 2025 04:54:34 PM	27 Jun, 2025 01:11:04 PM	0:02:55		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			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		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780161016			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jun, 2025 05:01:18 AM	02 Jul, 2025 04:59:48 PM	26 Jun, 2025 04:29:25 PM	0:05:39		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 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
651780720926	[redacted]		CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			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 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780720926			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 04:58:26 PM	02 Jul, 2025 05:05:20 PM	01 Jul, 2025 02:06:15 PM	0:03:37		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			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 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780879035			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 02:31:54 AM	02 Jul, 2025 05:26:41 PM	01 Jul, 2025 09:27:10 PM	0:04:18		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 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
651780975823	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			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 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780975823			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 05:51:02 PM	02 Jul, 2025 06:20:32 PM	02 Jul, 2025 04:03:57 PM	0:03:12		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780524989	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			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 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780524989			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 06:11:32 PM	02 Jul, 2025 06:24:20 PM	30 Jun, 2025 02:33:33 PM	0:03:33		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	ls,	02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780606616			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 06:28:57 PM	02 Jul, 2025 06:34:14 PM	30 Jun, 2025 06:50:32 PM	0:02:06		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 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
651780937315	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			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 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780937315			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 07:02:47 PM	02 Jul, 2025 07:08:03 PM	02 Jul, 2025 02:24:49 PM	0:04:42		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 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
651780476171	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			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 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780476171			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 07:12:10 PM	02 Jul, 2025 07:20:15 PM	30 Jun, 2025 11:15:10 AM	0:02:46		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780951610	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			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 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780951610			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 01:25:13 PM	03 Jul, 2025 01:33:37 PM	02 Jul, 2025 03:06:43 PM	0:03:28		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			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 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780894615			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 01:47:38 PM	03 Jul, 2025 01:50:48 PM	02 Jul, 2025 12:03:48 AM	0:02:06		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 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
651780977352	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780977352			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 01:55:06 PM	03 Jul, 2025 01:58:11 PM	02 Jul, 2025 04:22:32 PM	0:02:27		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		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
651780316202	[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]	03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780316202		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 02:10:17 PM	03 Jul, 2025 02:11:53 PM	27 Jun, 2025 03:53:52 PM	0:02:08		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		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 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780701517		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 02:22:20 PM	03 Jul, 2025 02:49:02 PM	01 Jul, 2025 12:32:12 PM	0:05:19		Internal
651780867614		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 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
651780867614	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614			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 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780867614			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 03:01:31 PM	03 Jul, 2025 03:11:26 PM	01 Jul, 2025 08:57:28 PM	0:04:07		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			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 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	0:02:21		Internal
651780899925			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 03:13:52 PM	03 Jul, 2025 03:16:56 PM	02 Jul, 2025 03:32:53 AM	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
651780555416	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			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 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651780555416			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 03:44:25 PM	03 Jul, 2025 03:48:48 PM	30 Jun, 2025 03:54:21 PM	0:03:21		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651781111896	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			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 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781111896			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 04:25:48 PM	03 Jul, 2025 04:36:27 PM	03 Jul, 2025 01:45:28 PM	0:04:30		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			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 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781154578			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 04:56:04 PM	03 Jul, 2025 05:02:33 PM	03 Jul, 2025 03:49:18 PM	0:03:27		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651781070550	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			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 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651781070550			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 06:02:57 PM	03 Jul, 2025 06:10:54 PM	02 Jul, 2025 09:37:23 PM	0:05:43		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			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 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780636988			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 06:31:59 PM	03 Jul, 2025 06:18:43 PM	30 Jun, 2025 08:04:34 PM	0:05:33		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780874239	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780874239			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 04:01:28 AM	03 Jul, 2025 06:33:56 PM	01 Jul, 2025 09:18:16 PM	0:04:37		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651780806789			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 04:01:43 PM	03 Jul, 2025 06:36:11 PM	01 Jul, 2025 05:34:38 PM	0:04:06		Internal
651781172914			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		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
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		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 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651781172914		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 06:41:41 PM	03 Jul, 2025 06:52:50 PM	03 Jul, 2025 04:45:10 PM	0:04:28		Internal
651780791941		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941		CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780791941	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941			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		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780791941			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 05:29:58 PM	03 Jul, 2025 06:55:33 PM	01 Jul, 2025 05:21:41 PM	0:07:15		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780424675			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 07:13:17 PM	03 Jul, 2025 07:17:04 PM	28 Jun, 2025 12:56:15 AM	0:03:50		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780943761	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			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 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			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 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651780943761			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 01:11:19 PM	02 Jul, 2025 02:50:12 PM	0:03:14		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	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
651781426876	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			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 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781426876			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 02:06:21 PM	07 Jul, 2025 02:08:17 PM	07 Jul, 2025 11:58:48 AM	0:04:01		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			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		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651781397084			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 02:18:41 PM	06 Jul, 2025 12:06:36 PM	0:02:55		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 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
651780774138	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			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 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			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 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780774138			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 02:46:59 PM	01 Jul, 2025 04:24:17 PM	0:04:02		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			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 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780866700			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 04:01:28 AM	07 Jul, 2025 02:55:03 PM	01 Jul, 2025 08:43:07 PM	0:05:15		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 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
651780756355	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			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 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			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 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780756355			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 08:02:05 PM	07 Jul, 2025 03:04:03 PM	01 Jul, 2025 03:43:42 PM	0:05:52		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			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		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780631928			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 06:31:59 PM	07 Jul, 2025 03:17:04 PM	30 Jun, 2025 07:52:44 PM	0:09:17		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780491333	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			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 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			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 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651780491333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 08:02:04 PM	07 Jul, 2025 03:26:25 PM	30 Jun, 2025 01:36:35 PM	0:03:33		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			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 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781140294			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jul, 2025 06:01:34 AM	07 Jul, 2025 03:30:15 PM	03 Jul, 2025 03:05:38 PM	0:07:15		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651781282362	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			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 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781282362			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jul, 2025 02:01:36 AM	07 Jul, 2025 03:37:02 PM	04 Jul, 2025 12:32:45 AM	0:06:48		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			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 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651781296091	[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]	07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781296091			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 04:46:54 PM	07 Jul, 2025 04:51:39 PM	04 Jul, 2025 02:35:23 AM	0:02:40		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			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 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781332737			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 05:29:36 PM	07 Jul, 2025 05:34:44 PM	04 Jul, 2025 03:38:45 PM	0:02:56		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 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
651781524602	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			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 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781524602			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 06:00:45 PM	07 Jul, 2025 06:08:52 PM	07 Jul, 2025 04:56:18 PM	0:05:23		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781512808			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 06:09:20 PM	07 Jul, 2025 06:18:27 PM	07 Jul, 2025 04:29:56 PM	0:05:22		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651781359567	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			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 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781359567			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 06:47:30 PM	07 Jul, 2025 06:54:43 PM	05 Jul, 2025 03:00:14 AM	0:03:29		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		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
651781284747	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			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 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781284747			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 07:07:26 PM	07 Jul, 2025 07:15:43 PM	04 Jul, 2025 12:46:25 AM	0:03:08		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781552348			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 07:25:48 PM	07 Jul, 2025 07:31:04 PM	07 Jul, 2025 06:15:05 PM	0:04:16		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 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
651781397895	[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]	06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			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 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781397895			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jul, 2025 02:00:42 PM	07 Jul, 2025 07:35:11 PM	06 Jul, 2025 12:49:05 PM	0:07:13		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			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 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781420668			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 07:31:40 AM	07 Jul, 2025 07:57:09 PM	07 Jul, 2025 06:51:21 AM	0:02:47		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 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
651781471618	[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]	07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			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 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
651781471618			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 03:31:24 PM	08 Jul, 2025 12:49:02 PM	07 Jul, 2025 02:27:06 PM	0:03:32		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			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 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
676861614159			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jul, 2025 04:30:36 AM	08 Jul, 2025 01:10:17 PM	07 Jul, 2025 08:49:35 PM	0:04:07		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		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
651781534748	[redacted]		CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			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 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651781534748			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 07:30:59 PM	08 Jul, 2025 02:47:35 PM	07 Jul, 2025 05:22:19 PM	0:09:12		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			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 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 03:19:01 PM	08 Jul, 2025 03:33:10 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 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
651780336448	[redacted]		CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			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 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 12:46:21 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			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 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
651781552708			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 01:06:08 PM	09 Jul, 2025 01:09:40 PM	07 Jul, 2025 05:51:29 PM	0:02:47		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 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
676861722811	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			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 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
676861722811			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 01:24:02 PM	09 Jul, 2025 02:01:53 PM	08 Jul, 2025 04:20:51 PM	0:03:25		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 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
651780336448	[redacted]		CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			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 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
651780336448			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 03:19:01 PM	09 Jul, 2025 02:40:01 PM	27 Jun, 2025 05:10:02 PM	0:09:01		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			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 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
676861731495			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 03:17:58 PM	09 Jul, 2025 03:42:57 PM	08 Jul, 2025 04:41:00 PM	0:04:41		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 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
651781352148	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			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 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
651781352148			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Jul, 2025 02:31:35 AM	09 Jul, 2025 03:43:28 PM	04 Jul, 2025 09:59:05 PM	0:02:26		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			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 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
676861826771			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 04:01:23 PM	09 Jul, 2025 04:04:22 PM	08 Jul, 2025 09:48:26 PM	0:02:28		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651781528907	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			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 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781528907			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 04:02:01 PM	09 Jul, 2025 04:07:17 PM	07 Jul, 2025 05:06:08 PM	0:04:57		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			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 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
651781498785			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				09 Jul, 2025 04:34:57 PM	09 Jul, 2025 04:40:54 PM	07 Jul, 2025 03:13:59 PM	0:02:00		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			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 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
676861808347			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 04:53:21 PM	09 Jul, 2025 04:55:57 PM	08 Jul, 2025 08:28:51 PM	0:03:20		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 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
651781254868	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			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 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
651781254868			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 05:18:09 PM	09 Jul, 2025 05:22:54 PM	03 Jul, 2025 09:23:27 PM	0:02:04		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			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 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861918980			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 05:41:41 PM	09 Jul, 2025 05:50:21 PM	09 Jul, 2025 04:33:38 PM	0:04:14		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861834494			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 06:34:39 PM	09 Jul, 2025 06:40:17 PM	08 Jul, 2025 11:25:19 PM	0:03:26		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676861880628	[redacted]		CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			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 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861880628			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 06:28:33 PM	09 Jul, 2025 06:40:38 PM	09 Jul, 2025 02:38:05 PM	0:04:40		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 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
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			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 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861833658			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 07:07:29 PM	09 Jul, 2025 07:16:50 PM	08 Jul, 2025 11:08:02 PM	0:02:28		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			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 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
676861670825			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 07:23:01 PM	09 Jul, 2025 07:25:30 PM	08 Jul, 2025 01:33:20 PM	0:03:00		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651781447520	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
651781447520			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 03:31:47 PM	09 Jul, 2025 10:55:35 PM	07 Jul, 2025 01:01:42 PM	0:08:33		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
676861594670			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 09:00:48 AM	10 Jul, 2025 12:01:42 PM	07 Jul, 2025 07:35:32 PM	0:02:23		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 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
651781507103	[redacted]		CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			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 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781507103			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jul, 2025 08:30:52 PM	10 Jul, 2025 12:10:20 PM	07 Jul, 2025 04:10:17 PM	0:03:59		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 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
651781461432	[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]	07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			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 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781461432			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 03:31:26 PM	10 Jul, 2025 12:43:29 PM	07 Jul, 2025 01:50:48 PM	0:02:46		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			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 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
651781430170			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jul, 2025 08:30:38 AM	10 Jul, 2025 01:17:38 PM	07 Jul, 2025 12:15:23 PM	0:03:02		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 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
676861665217	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			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		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
676861665217			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jul, 2025 05:30:33 AM	10 Jul, 2025 01:45:33 PM	08 Jul, 2025 12:47:49 PM	0:03:37		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			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 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781427791			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 03:31:27 PM	10 Jul, 2025 01:57:35 PM	07 Jul, 2025 12:03:05 PM	0:02:17		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651781464850	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781464850			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	07 Jul, 2025 03:31:47 PM	10 Jul, 2025 01:59:01 PM	07 Jul, 2025 02:13:21 PM	0:02:23		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
651781030344			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	04 Jul, 2025 06:01:37 AM	10 Jul, 2025 02:32:15 PM	02 Jul, 2025 07:14:53 PM	0:04:34		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 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
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676861666713			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jul, 2025 02:33:45 PM	10 Jul, 2025 02:56:10 PM	08 Jul, 2025 01:14:16 PM	0:04:05		Internal
676862046969			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		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
676862046969		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676862046969		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jul, 2025 03:33:57 PM	10 Jul, 2025 03:50:30 PM	10 Jul, 2025 12:28:01 PM	0:03:30		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		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 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861834158		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 05:01:07 PM	10 Jul, 2025 03:52:35 PM	08 Jul, 2025 11:18:57 PM	0:02:37		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		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
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
676861996680		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 10:59:50 PM	10 Jul, 2025 03:53:04 PM	09 Jul, 2025 08:51:16 PM	0:07:20		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		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 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
651781394856		CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jul, 2025 10:01:36 AM	10 Jul, 2025 03:53:14 PM	06 Jul, 2025 09:02:04 AM	0:02:38		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862021950			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950			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 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676862021950			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jul, 2025 01:30:33 PM	10 Jul, 2025 04:12:05 PM	09 Jul, 2025 09:57:01 PM	0:07:31		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			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 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861801588			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 09:01:11 PM	10 Jul, 2025 04:21:59 PM	08 Jul, 2025 08:07:35 PM	0:03:45		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		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
676861851665	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676861851665			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jul, 2025 09:30:30 AM	10 Jul, 2025 04:44:59 PM	09 Jul, 2025 12:02:52 PM	0:05:51		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			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		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676862050624			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jul, 2025 04:12:06 PM	10 Jul, 2025 06:58:49 PM	10 Jul, 2025 12:50:51 PM	0:04:38		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		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
676861888386	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
676861888386			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jul, 2025 07:45:08 PM	10 Jul, 2025 08:06:13 PM	09 Jul, 2025 03:06:49 PM	0:06:01		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			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		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651781227419			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 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
651781227419	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	11 Jul, 2025 01:22:27 PM	11 Jul, 2025 01:48:18 PM	03 Jul, 2025 07:32:09 PM	0:03:20		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			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		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
651780549730			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jun, 2025 04:31:44 PM	11 Jul, 2025 02:46:43 PM	30 Jun, 2025 03:39:53 PM	0:03:28		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676861669775	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			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 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
676861669775			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 03:04:54 PM	11 Jul, 2025 03:09:40 PM	08 Jul, 2025 01:31:06 PM	0:02:08		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
651780899319			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 08:01:49 PM	11 Jul, 2025 03:22:39 PM	02 Jul, 2025 02:55:44 AM	0:02:44		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 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
676862198937	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
676862198937			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 02:33:12 PM	11 Jul, 2025 03:30:25 PM	10 Jul, 2025 09:42:36 PM	0:05:34		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 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
651781456356	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781456356			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 03:49:03 PM	11 Jul, 2025 04:01:16 PM	07 Jul, 2025 01:46:33 PM	0:04:09		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			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 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781363711			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 04:15:45 PM	11 Jul, 2025 04:22:29 PM	05 Jul, 2025 11:12:00 AM	0:02:58		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	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
651781281043	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			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		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
651781281043			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 03:25:00 PM	11 Jul, 2025 04:25:05 PM	04 Jul, 2025 12:24:12 AM	0:02:51		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 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
676861755813	[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]	11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
676861755813			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 04:34:25 PM	11 Jul, 2025 04:36:19 PM	08 Jul, 2025 05:58:51 PM	0:02:34		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781497686			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 04:07:59 PM	11 Jul, 2025 04:43:47 PM	07 Jul, 2025 03:41:31 PM	0:05:36		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 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
651781476819	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
651781476819			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 05:07:18 PM	11 Jul, 2025 05:10:32 PM	07 Jul, 2025 02:43:20 PM	0:02:29		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 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
676861863700	[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]	11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			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 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861863700			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 03:25:26 PM	11 Jul, 2025 05:19:46 PM	09 Jul, 2025 01:31:46 PM	0:02:51		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			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		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
676861852862			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 05:43:52 PM	11 Jul, 2025 05:54:25 PM	09 Jul, 2025 12:10:43 PM	0:04:34		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 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
651781353630	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			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 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
651781353630			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 06:00:06 PM	11 Jul, 2025 06:04:26 PM	04 Jul, 2025 10:54:05 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 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
676862020014	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			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 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676862020014			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 06:20:42 PM	11 Jul, 2025 06:25:33 PM	09 Jul, 2025 09:57:30 PM	0:02:47		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			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		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676861965173			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 07:16:58 PM	11 Jul, 2025 07:23:55 PM	09 Jul, 2025 06:28:27 PM	0:03:08		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 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
676862140205	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			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 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676862140205			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 07:29:42 PM	11 Jul, 2025 07:34:08 PM	10 Jul, 2025 05:53:51 PM	0:02:04		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 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
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676861584978			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 07:44:36 PM	11 Jul, 2025 07:50:42 PM	07 Jul, 2025 07:38:03 PM	0:02:44		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		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
676862425348	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			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 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
676862425348			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 01:57:44 PM	14 Jul, 2025 02:06:13 PM	13 Jul, 2025 11:12:16 PM	0:02:47		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			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 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
651781080056			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 12:01:30 PM	14 Jul, 2025 02:24:01 PM	02 Jul, 2025 11:08:30 PM	0:08:48		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 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
676861948524	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			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 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676861948524			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 02:23:39 PM	14 Jul, 2025 02:37:52 PM	09 Jul, 2025 06:09:49 PM	0:02:24		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 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
676862333208	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			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 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862333208			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 02:48:11 PM	14 Jul, 2025 02:52:19 PM	11 Jul, 2025 07:32:38 PM	0:02:04		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			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 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862052844			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 02:57:21 PM	14 Jul, 2025 03:31:48 PM	10 Jul, 2025 12:48:09 PM	0:03:14		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		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
676862223444	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			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 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862223444			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Jul, 2025 02:31:14 AM	14 Jul, 2025 03:41:55 PM	11 Jul, 2025 12:16:10 PM	0:02:07		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			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 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
676862422432			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	13 Jul, 2025 09:30:57 PM	14 Jul, 2025 03:48:57 PM	13 Jul, 2025 09:15:12 PM	0:02:21		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			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 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
651780864356			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 10:31:46 AM	14 Jul, 2025 03:51:22 PM	01 Jul, 2025 08:43:38 PM	0:07:35		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			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 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861722908			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 01:00:55 AM	14 Jul, 2025 03:56:52 PM	08 Jul, 2025 04:22:22 PM	0:03:29		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676861960966	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			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 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676861960966			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 04:30:47 PM	14 Jul, 2025 04:13:16 PM	09 Jul, 2025 06:18:53 PM	0:05:10		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			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 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862281069			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jul, 2025 06:31:03 PM	14 Jul, 2025 04:46:32 PM	11 Jul, 2025 04:16:48 PM	0:05:21		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 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
676862487077	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			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		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862487077			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 04:30:58 PM	14 Jul, 2025 05:01:30 PM	14 Jul, 2025 03:22:33 PM	0:04:50		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			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 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 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
676862525907	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862525907			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 05:39:32 PM	14 Jul, 2025 05:43:01 PM	14 Jul, 2025 05:17:44 PM	0:03:05		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			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 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
676862499448			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 04:58:32 PM	14 Jul, 2025 05:44:21 PM	14 Jul, 2025 04:06:29 PM	0:04:55		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 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
651781406101	[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]	06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			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 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
651781406101			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Jul, 2025 06:00:27 PM	14 Jul, 2025 06:43:30 PM	06 Jul, 2025 05:51:12 PM	0:04:19		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			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 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862480271			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 06:56:38 PM	14 Jul, 2025 07:04:46 PM	14 Jul, 2025 02:58:45 PM	0:03:58		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 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
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			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 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
676862008892			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 04:30:44 AM	14 Jul, 2025 07:15:11 PM	09 Jul, 2025 09:04:36 PM	0:02:16		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			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 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
651781500097			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 05:00:49 AM	14 Jul, 2025 07:18:39 PM	07 Jul, 2025 03:50:23 PM	0:02:39		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 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
676861638175	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676861638175			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Jul, 2025 03:06:29 PM	14 Jul, 2025 07:24:27 PM	07 Jul, 2025 10:15:41 PM	0:04:34		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			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 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862473395			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 04:31:00 PM	14 Jul, 2025 07:30:30 PM	14 Jul, 2025 02:44:07 PM	0:07:12		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 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
676862166313	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			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 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
676862166313			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 07:33:28 PM	14 Jul, 2025 07:42:27 PM	10 Jul, 2025 08:05:14 PM	0:04:20		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			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 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
651780671177			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jul, 2025 04:11:44 PM	14 Jul, 2025 09:04:26 PM	30 Jun, 2025 09:33:22 PM	0:03:28		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 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
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			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 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862434025			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 12:30:52 PM	14 Jul, 2025 09:29:09 PM	14 Jul, 2025 12:02:52 PM	0:05:58		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			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 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862594125			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 11:27:54 AM	15 Jul, 2025 11:41:26 AM	14 Jul, 2025 08:32:25 PM	0:05:37		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 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
676862343386	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			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 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862343386			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 11:57:26 AM	15 Jul, 2025 12:07:02 PM	11 Jul, 2025 08:10:33 PM	0:06:18		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 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
676862298744	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			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 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
676862298744			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 12:16:37 PM	15 Jul, 2025 12:19:30 PM	11 Jul, 2025 05:05:35 PM	0:03:48		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
651780926629			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jul, 2025 10:01:39 AM	15 Jul, 2025 12:20:05 PM	02 Jul, 2025 01:46:04 PM	0:04:59		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 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
676862437493	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			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 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862437493			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 12:23:39 PM	14 Jul, 2025 12:24:22 PM	0:02:05		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			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 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862044852			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 12:38:55 PM	15 Jul, 2025 12:41:41 PM	10 Jul, 2025 12:37:49 PM	0:02:31		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		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
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			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		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676862522075			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 07:31:06 AM	15 Jul, 2025 12:42:52 PM	14 Jul, 2025 04:58:56 PM	0:06:35		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			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 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676861866324			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 12:30:46 PM	15 Jul, 2025 12:54:43 PM	09 Jul, 2025 01:45:20 PM	0:03:36		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		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
676862354394	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			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 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676862354394			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	15 Jul, 2025 01:13:03 PM	15 Jul, 2025 01:15:46 PM	11 Jul, 2025 08:57:47 PM	0:02:12		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 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
676861727060	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			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		10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
676861727060			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jul, 2025 09:30:31 AM	15 Jul, 2025 01:30:14 PM	08 Jul, 2025 04:31:42 PM	0:07:54		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			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 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
651781347303			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 01:02:48 PM	15 Jul, 2025 01:39:58 PM	04 Jul, 2025 07:57:53 PM	0:03:42		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		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
676862614549	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			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 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862614549			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 03:16:38 PM	15 Jul, 2025 03:30:55 PM	14 Jul, 2025 09:51:13 PM	0:02:59		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 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
676862535503	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			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 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
676862535503			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 04:02:17 PM	15 Jul, 2025 04:05:40 PM	14 Jul, 2025 05:27:05 PM	0:02:28		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			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 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780477191			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jun, 2025 12:31:34 PM	15 Jul, 2025 06:03:31 PM	30 Jun, 2025 11:45:33 AM	0:03:47		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780723224	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			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 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651780723224			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 06:32:47 AM	15 Jul, 2025 06:17:47 PM	01 Jul, 2025 02:07:49 PM	0:07:51		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			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		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
651781463869			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 06:18:49 PM	15 Jul, 2025 06:21:14 PM	07 Jul, 2025 01:55:48 PM	0:03:10		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862436031	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			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 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862436031			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 12:30:52 PM	15 Jul, 2025 06:24:42 PM	14 Jul, 2025 12:15:40 PM	0:05:43		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			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 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862240384			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 06:25:18 PM	15 Jul, 2025 06:26:47 PM	11 Jul, 2025 01:51:33 PM	0:02:45		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 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
676862700251	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			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 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			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 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862700251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 06:32:49 PM	15 Jul, 2025 06:35:13 PM	15 Jul, 2025 03:59:28 PM	0:02:35		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 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
676862222996	[redacted]		CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			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 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
676862222996			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 07:04:44 PM	15 Jul, 2025 07:09:08 PM	11 Jul, 2025 12:02:50 PM	0:03:25		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			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 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
651780983012			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 10:31:57 PM	15 Jul, 2025 07:16:24 PM	02 Jul, 2025 04:40:51 PM	0:04:20		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		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
676862014771	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			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		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862014771			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 07:13:15 PM	15 Jul, 2025 07:17:59 PM	09 Jul, 2025 09:44:49 PM	0:02:48		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			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 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		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
676862178456	[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]	11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
676862178456			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 12:30:44 AM	15 Jul, 2025 07:21:48 PM	10 Jul, 2025 08:06:16 PM	0:09:41		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			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 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
651780732748			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 07:50:14 PM	15 Jul, 2025 07:58:51 PM	01 Jul, 2025 02:41:29 PM	0:03:37		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		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
676861860189	[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]	10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676861860189			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jul, 2025 09:30:35 PM	15 Jul, 2025 08:10:51 PM	09 Jul, 2025 12:47:39 PM	0:09:00		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			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 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
676862439316			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 11:31:07 AM	15 Jul, 2025 09:48:42 PM	14 Jul, 2025 12:39:32 PM	0:06:55		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		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
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
651780982021			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 11:14:55 AM	16 Jul, 2025 11:21:48 AM	02 Jul, 2025 04:18:18 PM	0:03:00		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676861915311			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 11:29:41 AM	16 Jul, 2025 12:03:26 PM	09 Jul, 2025 03:50:05 PM	0:03:01		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 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
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			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 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862369644			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				12 Jul, 2025 06:30:59 AM	16 Jul, 2025 12:26:17 PM	11 Jul, 2025 10:02:12 PM	0:02:16		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			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 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862149696			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jul, 2025 10:31:02 AM	16 Jul, 2025 12:38:57 PM	10 Jul, 2025 07:11:46 PM	0:04:10		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862741697	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			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 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862741697			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 12:52:04 PM	16 Jul, 2025 01:08:22 PM	15 Jul, 2025 06:52:11 PM	0:06:07		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862586350	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			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 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862586350			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 01:11:16 PM	16 Jul, 2025 01:14:24 PM	14 Jul, 2025 08:09:42 PM	0:02:48		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			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 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862743342			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 01:50:57 PM	16 Jul, 2025 01:58:06 PM	15 Jul, 2025 06:59:45 PM	0:02:54		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862687421	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			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		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862687421			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 03:00:38 AM	16 Jul, 2025 02:13:11 PM	15 Jul, 2025 03:44:40 PM	0:04:37		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		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
676862825767	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862825767			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 02:05:07 PM	16 Jul, 2025 02:19:38 PM	16 Jul, 2025 12:57:32 PM	0:01:59		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			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 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862598063			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 11:31:16 PM	16 Jul, 2025 02:24:30 PM	14 Jul, 2025 08:47:00 PM	0:03:46		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862620476	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			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 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 02:41:22 PM	16 Jul, 2025 02:47:22 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
651780955367			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 08:01:49 PM	16 Jul, 2025 02:48:52 PM	02 Jul, 2025 03:02:51 PM	0:02:49		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		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
676862433718	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			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 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862433718			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 12:30:52 PM	16 Jul, 2025 02:57:45 PM	14 Jul, 2025 12:00:26 PM	0:08:56		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			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 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862408938			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jul, 2025 09:30:56 AM	16 Jul, 2025 04:52:20 PM	13 Jul, 2025 05:17:59 AM	0:05:25		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 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
676862607215	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			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 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862607215			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 04:59:14 PM	16 Jul, 2025 05:05:56 PM	14 Jul, 2025 09:21:20 PM	0:02:11		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 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
676862501053	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			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 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862501053			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 05:32:56 PM	16 Jul, 2025 05:36:23 PM	14 Jul, 2025 04:05:46 PM	0:02:57		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			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 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
676862049491			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 05:44:21 PM	16 Jul, 2025 05:47:15 PM	10 Jul, 2025 12:35:13 PM	0:03:17		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		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
651781426569	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			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 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781426569			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 03:31:26 PM	16 Jul, 2025 05:59:50 PM	07 Jul, 2025 11:52:29 AM	0:04:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 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
651781293150	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			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 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
651781293150			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 05:45:50 PM	16 Jul, 2025 06:23:03 PM	04 Jul, 2025 01:58:32 AM	0:03:05		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			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 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862751064			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 06:58:40 PM	16 Jul, 2025 07:08:03 PM	15 Jul, 2025 07:25:15 PM	0:06:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862510935	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			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		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862510935			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 07:19:10 PM	16 Jul, 2025 07:26:59 PM	14 Jul, 2025 04:31:13 PM	0:04:00		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			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 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
676862429759			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 08:30:56 AM	16 Jul, 2025 07:34:42 PM	14 Jul, 2025 06:44:42 AM	0:02:33		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 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
651781471029	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			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		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
651781471029			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 03:31:28 PM	16 Jul, 2025 07:48:03 PM	07 Jul, 2025 02:07:41 PM	0:05:23		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			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 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
676862435521			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 08:30:55 PM	16 Jul, 2025 07:57:41 PM	14 Jul, 2025 12:18:37 PM	0:02:42		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			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 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
651780699829			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 06:32:02 PM	16 Jul, 2025 08:15:50 PM	01 Jul, 2025 12:35:15 PM	0:05:40		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			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 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862454207			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 11:31:05 AM	16 Jul, 2025 08:24:44 PM	14 Jul, 2025 01:44:32 PM	0:04:47		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 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
676862888878	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			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 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862888878			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jul, 2025 12:37:34 PM	17 Jul, 2025 12:51:37 PM	16 Jul, 2025 04:48:17 PM	0:03:53		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		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
676862793059	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			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 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862793059			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jul, 2025 02:08:42 PM	17 Jul, 2025 02:17:30 PM	15 Jul, 2025 10:00:34 PM	0:04:03		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			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		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862568976			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jul, 2025 02:21:22 PM	17 Jul, 2025 02:26:10 PM	14 Jul, 2025 07:18:10 PM	0:02:35		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	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
676862635243	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			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 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862635243			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jul, 2025 03:02:48 PM	17 Jul, 2025 03:20:27 PM	15 Jul, 2025 11:52:19 AM	0:04:44		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862879480	[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]	17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			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 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862879480			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jul, 2025 04:29:50 PM	17 Jul, 2025 04:42:10 PM	16 Jul, 2025 04:29:39 PM	0:05:49		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			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 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676862944118			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jul, 2025 04:54:35 PM	17 Jul, 2025 05:03:14 PM	16 Jul, 2025 08:43:05 PM	0:04:56		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	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
676861656073	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			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 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676861656073			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jul, 2025 05:15:29 PM	17 Jul, 2025 05:20:41 PM	08 Jul, 2025 11:45:37 AM	0:03:52		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			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 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862958126			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jul, 2025 05:43:42 PM	17 Jul, 2025 05:50:18 PM	16 Jul, 2025 09:45:46 PM	0:03:42		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862545154	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			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 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862545154			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jul, 2025 05:47:16 PM	17 Jul, 2025 06:19:18 PM	14 Jul, 2025 06:13:25 PM	0:04:04		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		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
676862816275	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			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 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
676862816275			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	17 Jul, 2025 06:34:09 PM	17 Jul, 2025 06:36:55 PM	16 Jul, 2025 12:17:54 PM	0:02:46		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	03 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 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
651780734214	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	3 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		3 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		3 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		3 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			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		3 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		3 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		3 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
651780734214			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		3 Jul, 2025 08:01:25 AM	17 Jul, 2025 07:05:07 PM	01 Jul, 2025 02:45:26 PM	0:03:32		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		7 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 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
676862940229	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	17 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			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 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862940229			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jul, 2025 07:01:13 PM	17 Jul, 2025 07:11:42 PM	16 Jul, 2025 08:26:52 PM	0:04:01		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			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		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
676862724869			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jul, 2025 07:16:05 PM	17 Jul, 2025 07:19:41 PM	15 Jul, 2025 05:45:45 PM	0:02:46		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 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
651780935787	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			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 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
651780935787			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jul, 2025 02:01:33 PM	17 Jul, 2025 07:34:12 PM	02 Jul, 2025 02:16:20 PM	0:02:36		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal
676862628676			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 11:31:14 PM	17 Jul, 2025 07:55:22 PM	15 Jul, 2025 03:52:25 AM	0:08:52		Internal